Tenda®

User Manual

V 1.2

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1. Product overview

1.1 Package list

Please check carefully if all listed items are included in the package as below:

1、One IP-Camera;

2、One Quick Installation Guide;

3、Mounting bracket set;

4、One RJ45 Cable;

5、One Power adapter;

Note: Please do connect the power adapter to an electrical outlet that matches the adapter's rated input voltage, otherwise it will damage the device and don’t belong to warranty. If any item mentioned above is missing or damaged, contact the place of purchase immediately.

1.2 System Requirement

1.CPU: 2.0GHz or above(recommend 3.0GHz)

2.RAM: 256MB or above(recommend 1.0GB)

3.Graphic card: 64MHz or above

4.OS: Windows 7,Vista, XP, Mac OS

5.Internet Explorer6.0 or above, or compatible browser, Firefox etc

6.Android 2.3 or above

7.IOS 4.3 or above

1.3 Introduction

Tenda super easy IP Camera provides a professional home or small business surveillance Solution. Through our mobile phone APPs “CloudNeteye” and PC software “CloudNeteyeForPC” users can remote view directly, without DDNS domain name or setting any Port mapping on router.

1.4 Features

1.HD plus IRCUT(HD series)： 720p HD Video Quality, you can get rich detail and crisp image quality. With IRCUT to ensure that the images are real color.

2.PTZ： You can PTZ control, move to the area you want to see, cover wider areas. (PTZ camera)

3.Plug and Play: Based on P2P cloud Technology, no need to configure the wireless router and DDNS, then you can view immediately, so easy.

4.Remote Viewing： With “CloudNeteye” APPs, users can remote view through the smartphone and tablet PC; with “CloudNeteyeForPC” software, you can remote view by your computer.

5.H.264 Video Compression(HD series)： H.264 video compression technology, need the minimum bandwidth network traffic while high image quality, more suitable for smartphone viewing.

6. Night Vision: This device can work well during the day, with infrared LED, it can also work at the night, round-the-clock surveillance.

7. Wi-Fi Connect: Use Wi-Fi, camera easily connect to a wireless router. You can easily get rid of the trouble of deployment the Ethernet cable.

8.Micro SD/TF storage(HD series)： You can store image and video on your Micro SD/TF card.

9.Motion detection and alarm： If you need to monitor a certain area, when an exception occurs in the region, trigger an alarm automatically, send alarm information by e-mail, FTP.

10. Two-way audio ： Not just screen monitor, you can also voice intercom. When you find the abnormal situation, you can be reminded by voice intercom, to ensure safety.

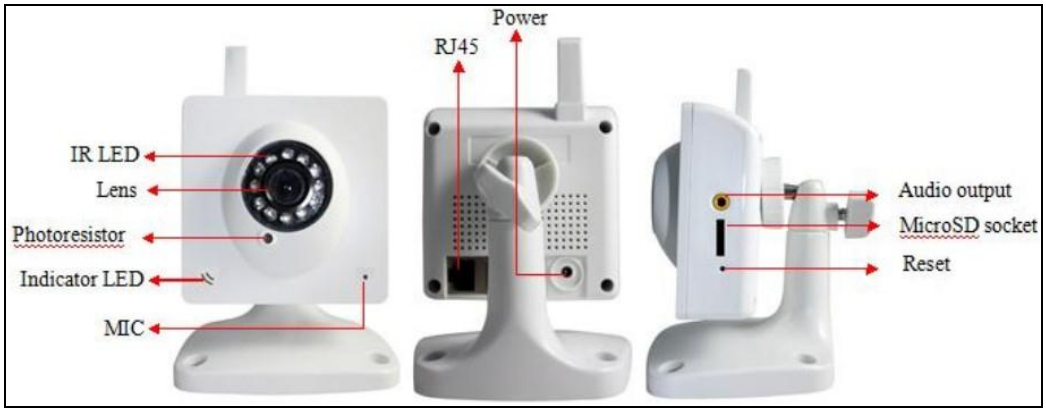
11. Sound detection (HD series): When sound detection function is on, if detected abnormal

voice within the scope of the camera to monitor, the camera will trigger the alarm automatically, and send alarm information through E-mail, FTP.

1.5 Hardware overview

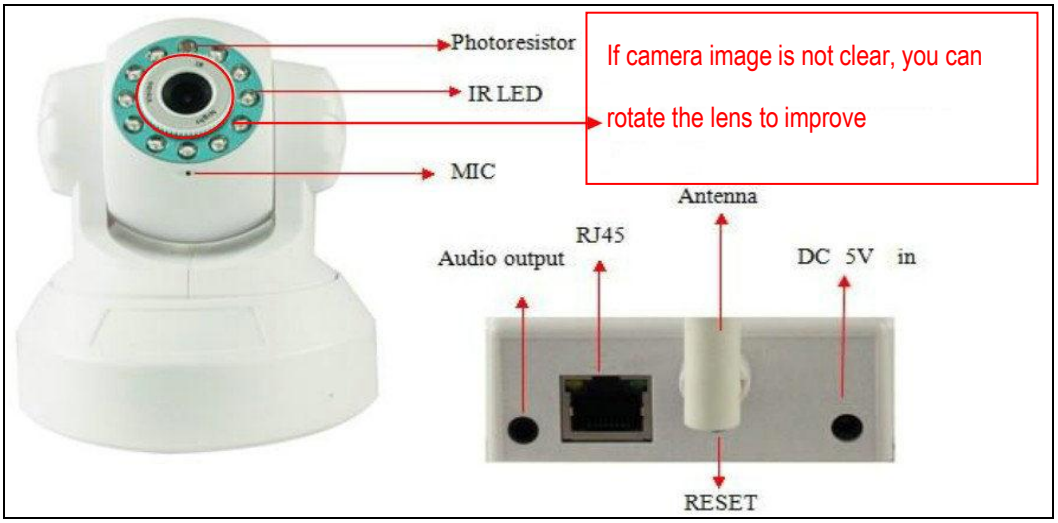
HD series IP camera（C50、C5）

C50

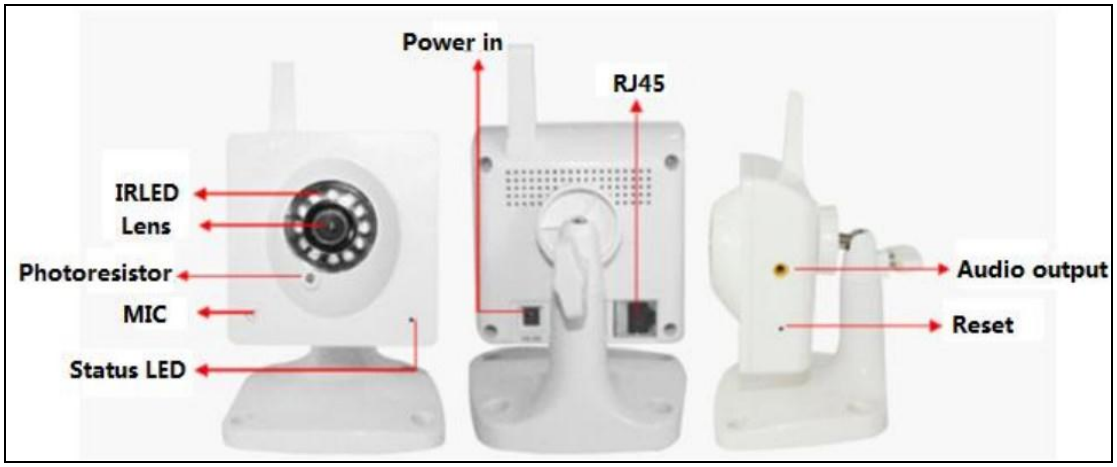


C5

SD series IP camera (C30, C3)



C30



C3

2. Installation

2.1.Hardware installation

2.1.1 Table install

2.1.1.1 Cube IP Camera

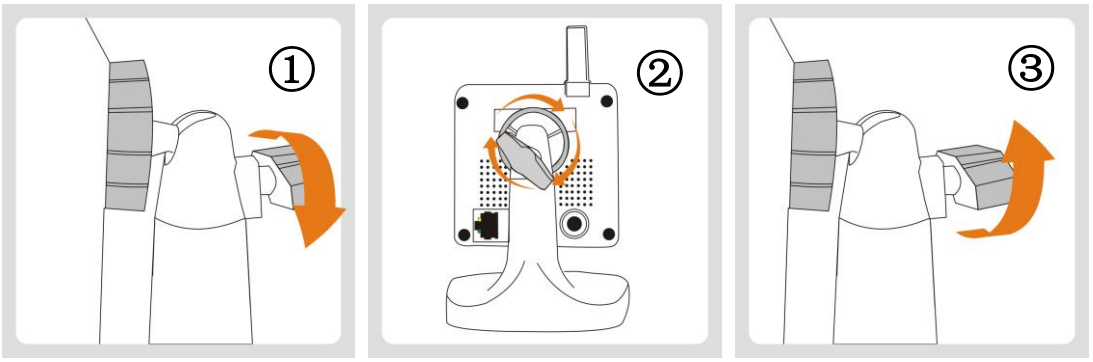


Figure1.Take out the bracket ,turn the screw on the camera base counter-clock wise to loosen it.

Figure2.Camera connect to camera base, turn the collar on the camera base clockwise to tighten it.

Figure3.Moving the camera to the position you want, tighten the screw by turning it clock wise.

2.1.1.2 PTZ IP Camera

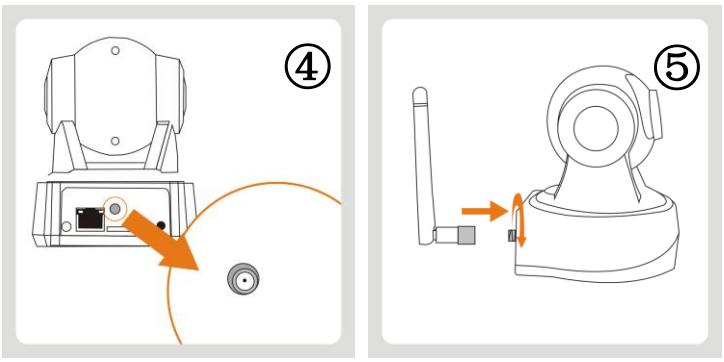


Figure4.Take out the camera and antenna

Figure5.Attach antenna to the antenna connector on the back of the camera, and fix it.

2.1.2 Wall install

According to your needs, refer to the figure to install.

2.1.2.1 Cube IP Camera

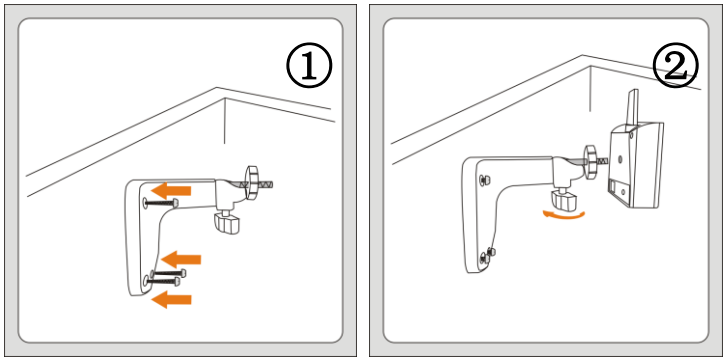


Figure 1:Take out the bracket,then fix the bracket to the wall using screws.

Figure 2:Turn the screw on the bracket counter-clock wise to loosen it.

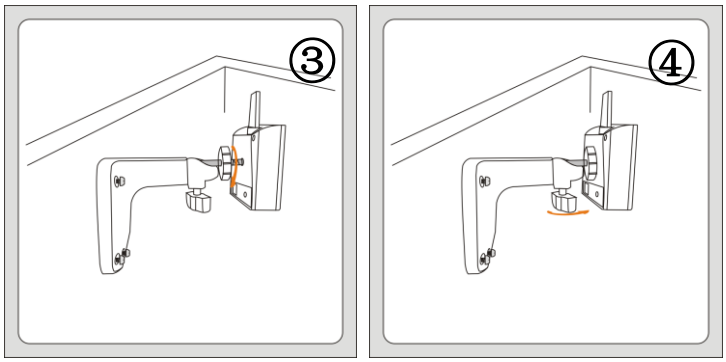


Figure 3:Camera connect to bracket, turn the collar on the bracket clockwise to tighten it.

Figure 4:Moving the camera to the position you want, tighten the screw by turning it clock wise.

2.1.2.2 PTZ IP Camera

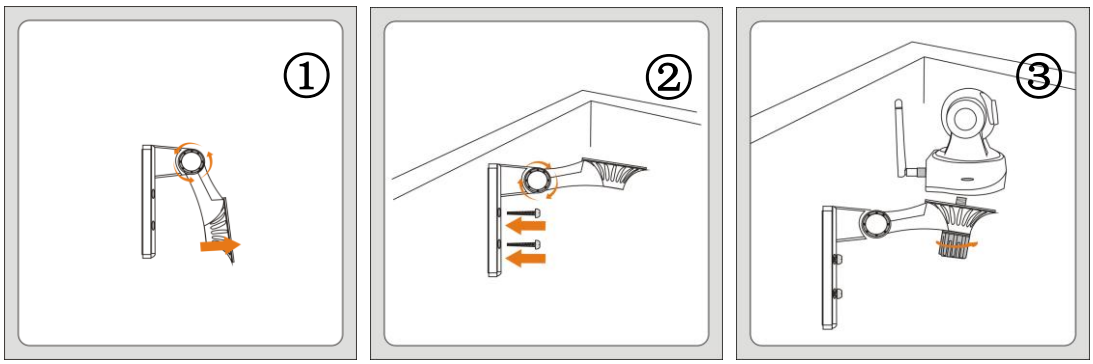


Figure 1:Turn the collar on the bracket to loosen it then move the camera to the position you want .

Figure 2: Turn the collar on the bracket to tighten it,then fix the bracket to the wall using screws.

Figure 3:Camera connect to bracket, turn the collar on the bracket clockwise to tighten it.

2.1.3 Hardware Connection

2.1.3.1 PTZ Camera

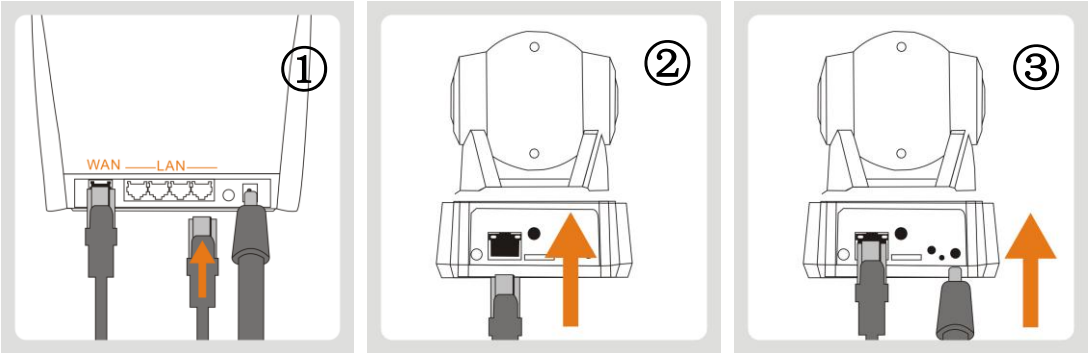


Figure1. Connect an Ethernet cable to the LAN port on your router.

Note: If your Router connected to a MODEM.The camera is unable to connect to the port of the MODEM.

Figure2. Connect the other end of the Ethernet cable to the network interface of the camera.

Figure3. Connect the power adapter to the power receptacle of the camera, the other end of the power adapter to a nearby power strip. (Make sure power adapter is plugged properly into device power receptacle. Some users may mistakenly plug the power connector to device's audio interface)

2.1.3.2 Cube IP Camera

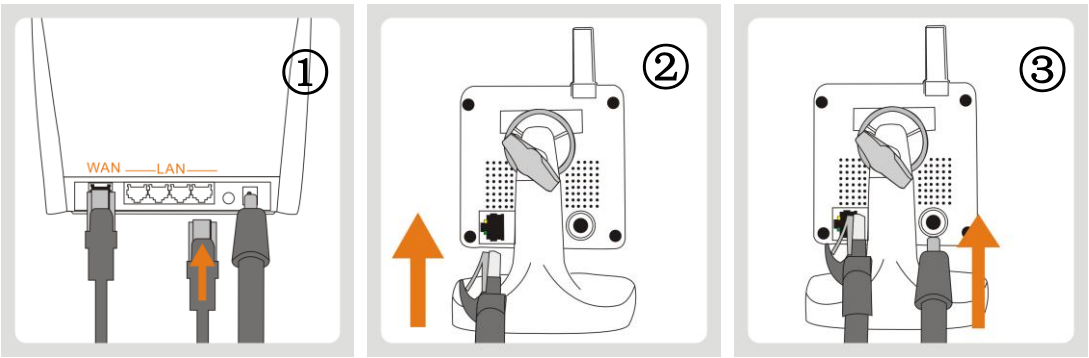


Figure 1.Connect an Ethernet cable to the LAN port on your router. Note: If your Router connected to a MODEM.The camera is unable to connect to the port of the MODEM.

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Figure 3.Connect the power adapter to the power receptacle of the camera, the other end of the

power adapter to a nearby power strip. (Make sure power adapter is plugged properly into device power receptacle. Some users may mistakenly plug the power connector to device's audio interface).

3. Smartphone View and Install

3.1 “CloudNeteye” download and install

You can choose any the following way to download and install "CloudNeteye".

3.1.1 Iphone

Way 1: Serach “CloudNeteye” in APP Store, download it and install.

Way 2: Scan the following QR code into the App Store to download "CloudNeteye" and install.

3.1.2 Android smartphone

Way 1: Search "CloudNeteye" in Google Play, download it and install.

Way 2: Scan the following QR code into Google Play to download "CloudNeteye" and install.

3.2 Add IP Camera

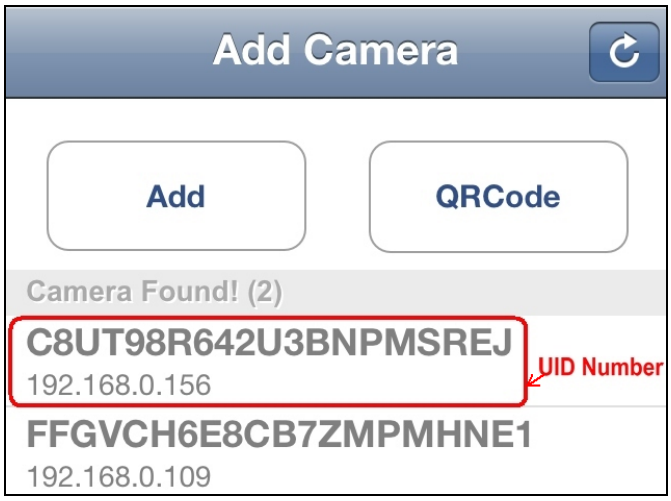
As following, we will introduce how to add IP camera based on different operating systems IOS and Android.

3.2.1 IOS

1. Run “CloudNeteye” APP on your Iphone.

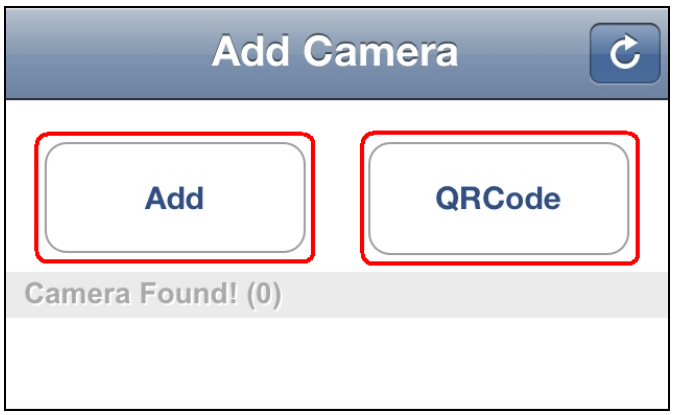
2. You can choose one of following way A. B. C, to add camera.

A: If your Iphone and IP camera is connected to the same router, “CloudNeteye” will search the IP Camera automatically, and appear in the following screen.



You just need to click the camera UID Number , input password"admin "; then click "Save" to finish add camera.

For some reason if your Iphone can't find camera automatically, pls click “Add” or “QRCode” as the following screen.



B: Recommend to scan QR code to add camera. Click “QRCode”, and scan the UID QR code at the bottom of the camera; input password “admin”; click “Save” to finish add camera.

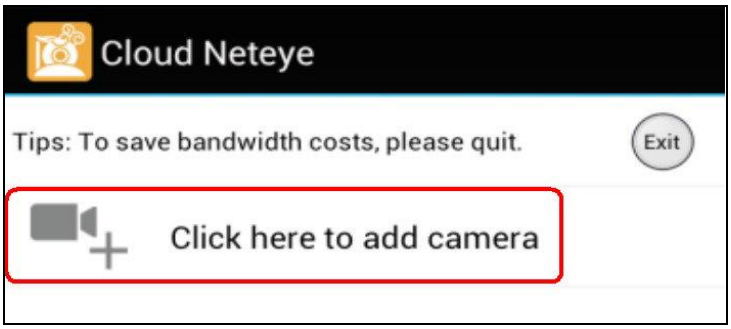
C: Also, you can click “Add” to input camera UID number manually. (UID number is 20 alphanumeric below the UID QR code). Then input password “admin”, click “Save” to finish add camera

Note: Because the UID number is case sensitive, please input the correct font format.

3.2.2 Android

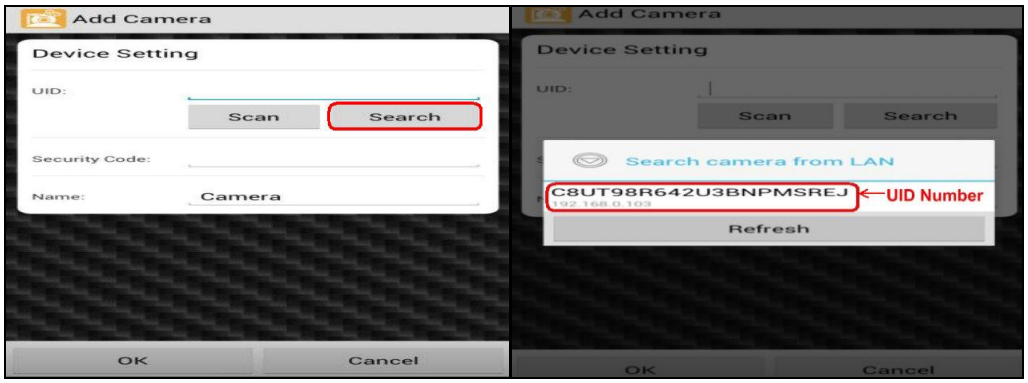
1. Run “CloudNeteye” on your smartphone.

2. Touch “Click here to add camera” in the following screen.



3. You can choose one of following way A. B. C, to add camera.

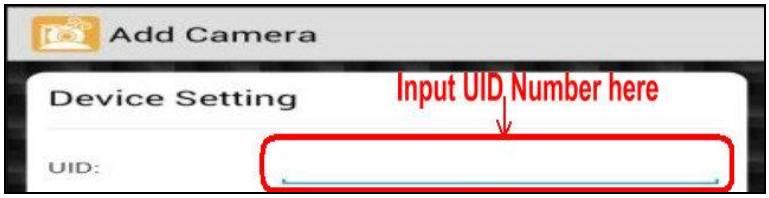
A: If your smartphone and IP Camera is connected to the same router, click “Search” to add camera, as show in the following screen. Touch the UID number, then input password “admin”, click “OK” to finish add camera.



For some reason if your smartphone can't find camera automatically, pls click “Scan” to add.

B: Scan the UID QR code at the bottom of the camera, input password “admin” , Click “OK” to finish add camera.

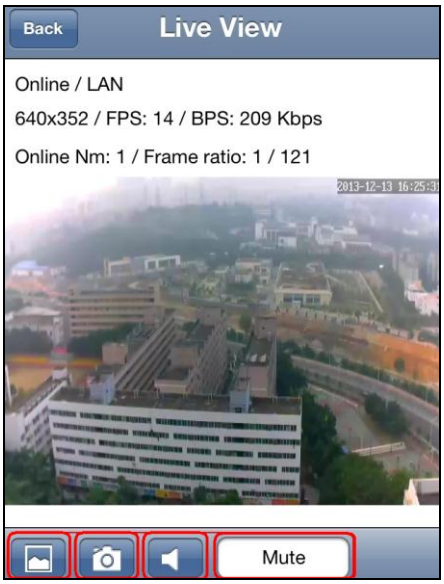
C: Input UID number manually as show in the following picture; then input password" admin ", click “OK” to finish add camera. (UID number is 20 alphanumeric below the UID QR code)



Note: Because the UID number is case sensitive, please input the correct font format.

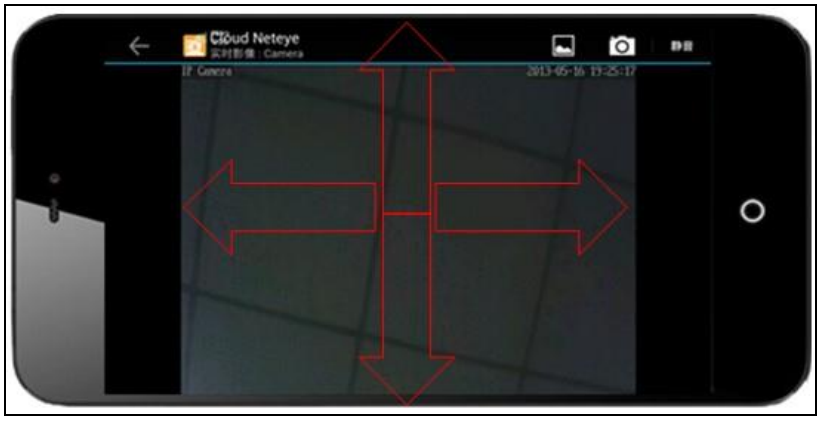
3.3 IP Camera Live View

After finish add IP camera(camera shows on line), you can view video, control PTZ, snapshot, listen and speak etc.



IOS

Android



If your camera is C50/C30, you can control PTZ by Finger sliding on screen, UP, Down, Left and Right.

3.4 IP Camera setting and management

3.4.1 Android smartphone

Select device and hold on 3 seconds or click “ ” button near the device to do parameters settings. User can set reconnect, edit camera, view snapshot and remove camera.

3.4.1.1 Edit Camera

Enter "Edit Camera" to do two settings as below:

1. **Device Setting**
2. **Advanced Setting**

Advanced Setting

a) Can modify the camera's password

b) Can adjust common video parameters: video quality, video flip, video mirror, Environment mode

c) WiFi setting

Click "Manage Wi-Fi networks" to enter searched wireless list, and then you can select usable wireless network.

d) Even Setting

1. Motion detection: If this function OFF, then the camera don't send motion detction alarm. If choose Low\Medium\High\Max means motion detection function ON. When sensitivity higher, then the camera trigger alarm more easily; default area is full screen.

2. Notification: There is 4 alarm modes, Silent, Tones only, Vibrate only, Ringtone and Vibrate.

e) Recording Setting: There is 3 options, Off, Full time, Alarm. If choose “Off”, camera stop recording; if choose “Full time”, camera record all day; if choose “Alarm”, camera start recording after motion detection (need device’s motion detection ON, and insert MicroSD/TF card).

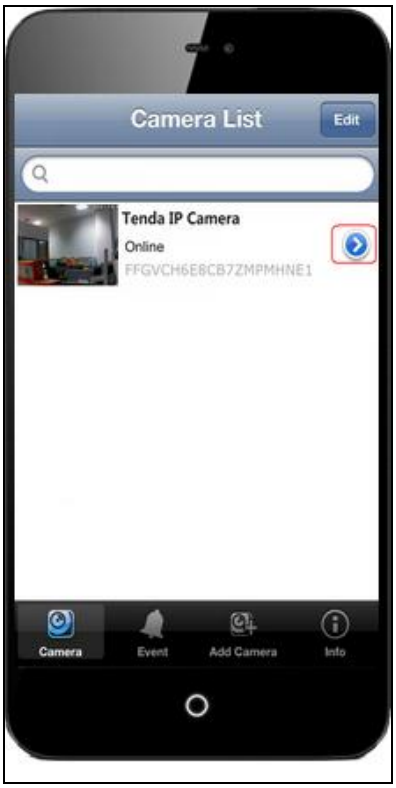
f) Format SDCard: click this button, format MicroSD/TF card (need camera with memory card, otherwise without this button)

g) Device Informa: Display Model, Version, Vender, Total size, Free size.

3.4.1.2 View Event

Click “View Event”, can check full time recording and motion detection recording.

3.4.2 Iphone



Click “ ” button beside the camera list, can do parameter settings and reconnect camera. User can view event, add camera, view info.

3.4.2.1 Advanced Setting

a)Security Code: can change the camera password

b) Video setting: can adjust common video parameters: Video quality, video flip, video mirror, Environment mode

c) WiFi: Click “WiFi” to enter searched wireless list, and then you can select usable wireless network.

d) Motion Detection: If this funtion OFF, camera can’t send motion detection alarm. If choose Low\Medium\High\Max means motion detection function ON. When sensitivity higher, then the camera trigger alarm more easily; default area is full screen.

e) Recording Mode: With 3 options Off/Full Time/Alarm. If choose “Off”, camera stop recording; “Full time”, camera will record all the time; recommended “Alarm”, camera record after trigger motion detection alarm (need motion detection function ON and device with MicroSD/TF card)

f) Format SDCard: click this button, then format the memory card (need camera with card, otherwise, without this option

g) About Device: dispaly camera model, version, vender, total size and free size of memory card.

3.4.2.2 Event

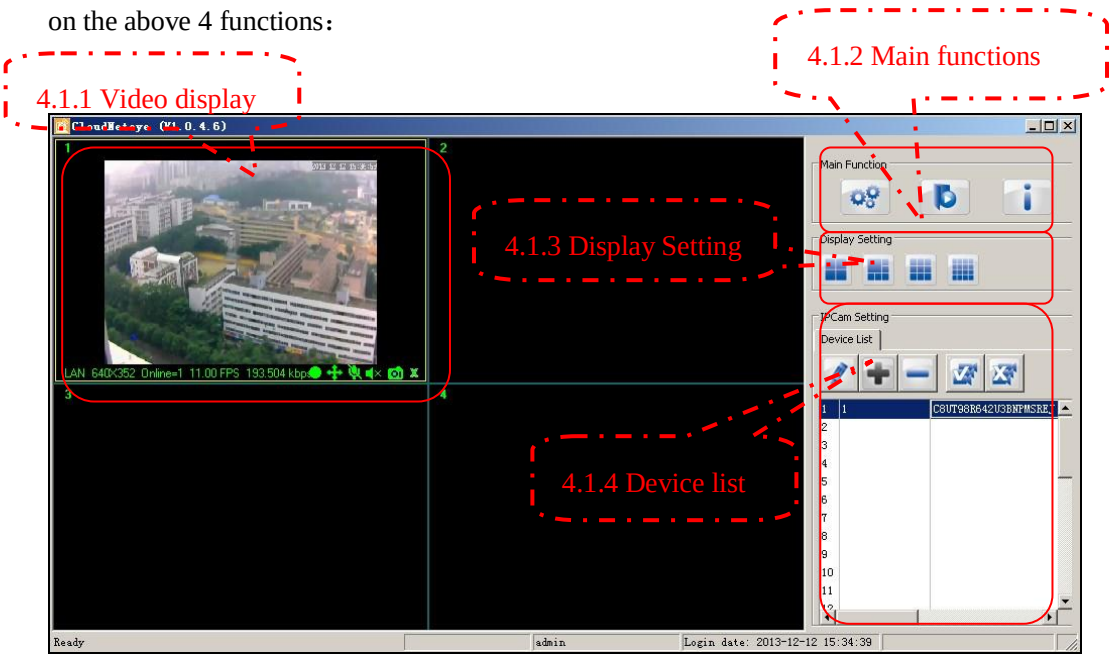
can view the full time recording or alarm recording of camera.

4. PC View and Install

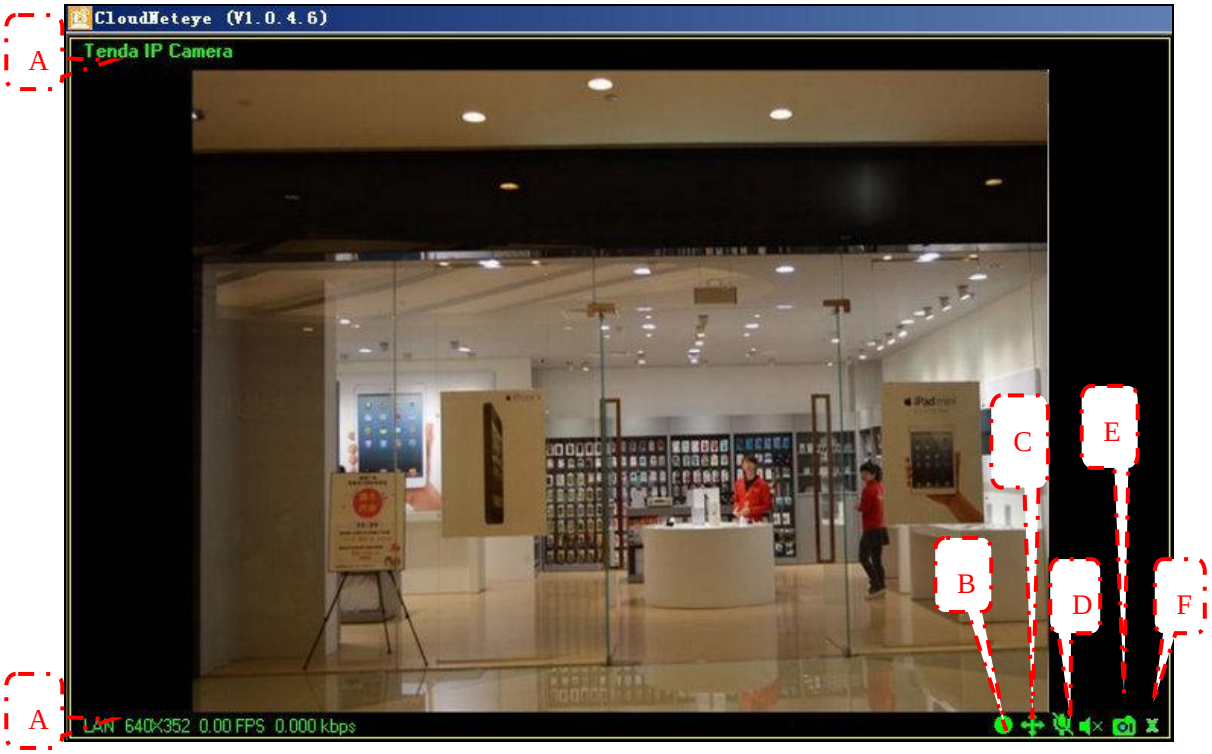
According to addendum 2 “Envorinmental protection download”, download “CloudNeteyeForPC” software.

4.1 Software function

Below pictures are the screenshot of “CloudNeteyeForPC”, we will explain detailed based on the above 4 functions：



4.1.1 Video display



A. Show IP cam info, include name, connection way (LAN、P2P、RLY), resolutions and FPS.

B. Record manually. Click this button, when it shows in red, recording start; click again, recording stop. This function is available when full time or schedule recording closed.

C. Control the IP Cam rotation manually. (need IP camera with pan tilt).

D. Two-way audio function, include listen and talk (need IP camera support this function).

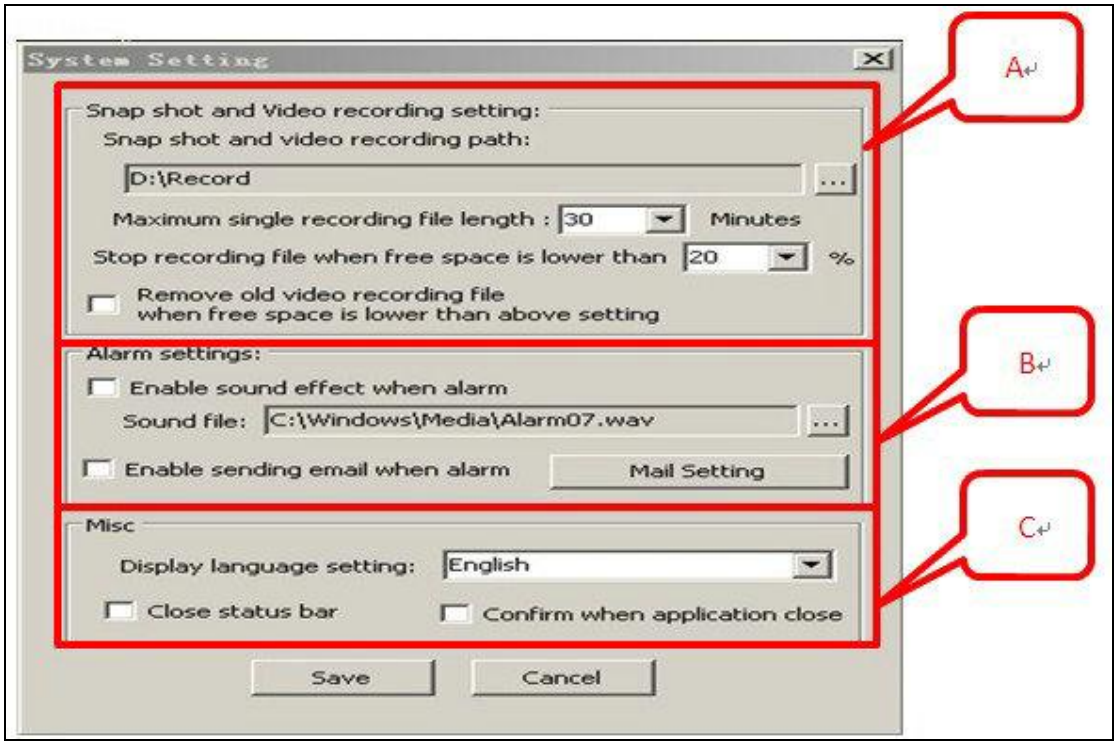
E. Snapshot function.

F. Disconnect IP Cam function by manual.

G. When IP Cam connect as Relay, connection will close automatically after 1 minute. Users need re-connect the camera manually. When disconnect, recording and alarm function is not available.

4.1.2 Main Functions

4.1.2.1 System setting



A: Snap shot and video recording path setting.

Users click "…" to choose the disk and file in your computer to save snapshot and video recording.

Users can set the length of single recording.

Users can set the camera stop recording when how many free space left in your disk.

Users can set to remove old video recording file when the free space is lower than setting.

B: Alarm settings

This function is available in condition of motion detection. When users closed motion detection in smartphone APP setting, camera can't alarm triggered.

Alarm can set as following:

1) Event recording, pls see 5.4 for reference.

2) Alarm sound effect, users can set the sound all wav format file in your computer.

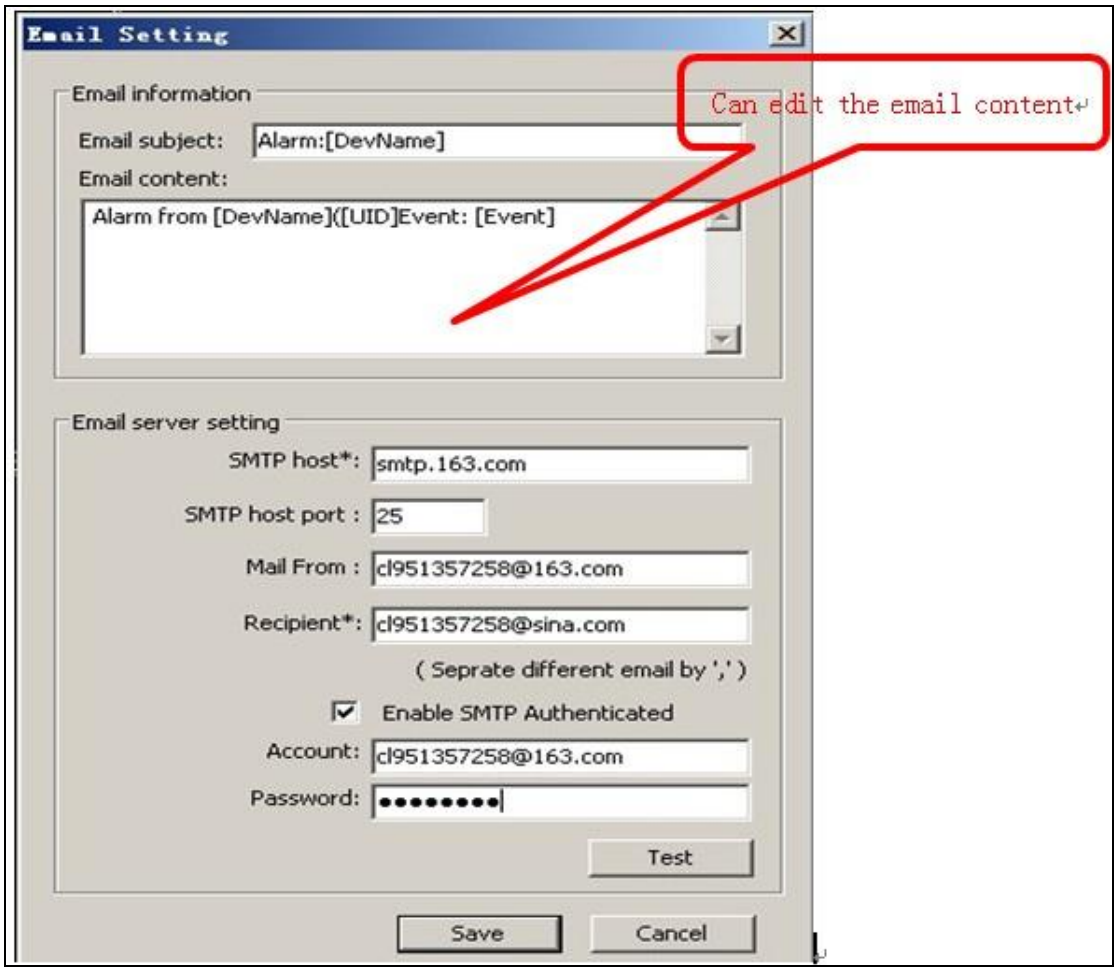
3) Send email when alarm， users can set their email address through Mail Setting.

Note 1：The following form is the parameter configuration of different email server:

Email server	SMTP host	SMTP host port
Yahoo	smtp.mail.yahoo.com	25
Sohu	smtp.sohu.com	25
Gmail	smtp.gmail.com	465
Tom	smtp.tom.com	25

After fill the information, pls click “Test”, choose “Allow” in appear tips, and click “Save” to finish all email setting.

Pls see below picture for reference：



C: Misc setting

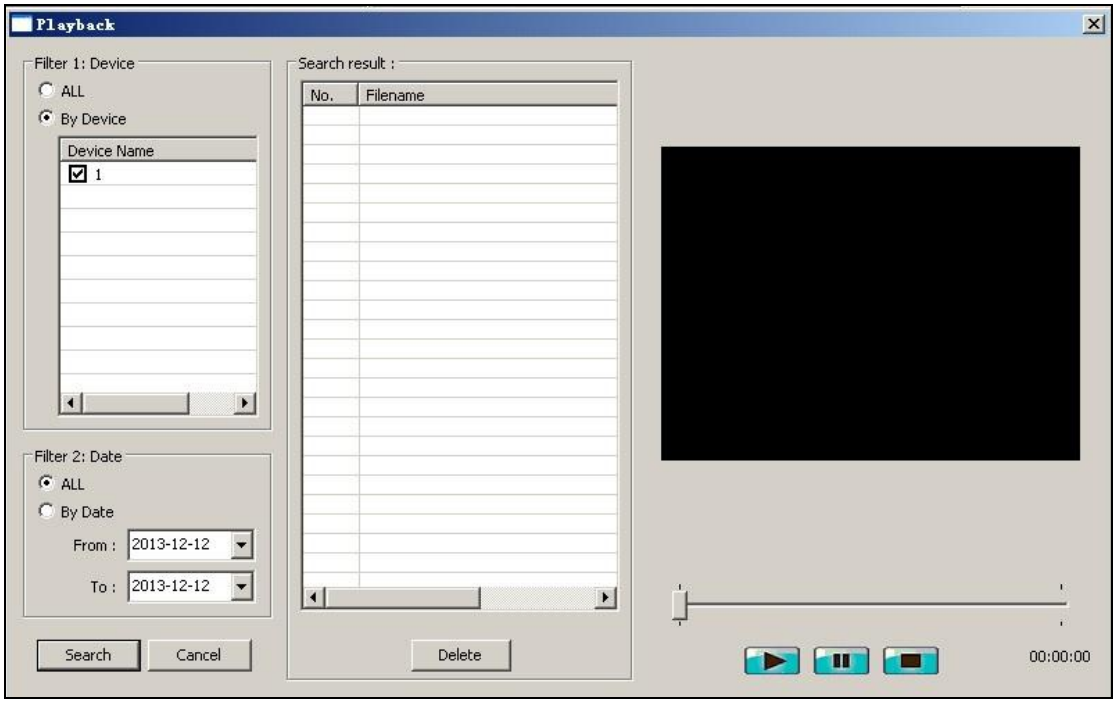
1) Set display language

2) Set if close the status bar

3) Confirm when application close

4.1.2.2 Playback, Browse snapshots and Event list

1) Playback



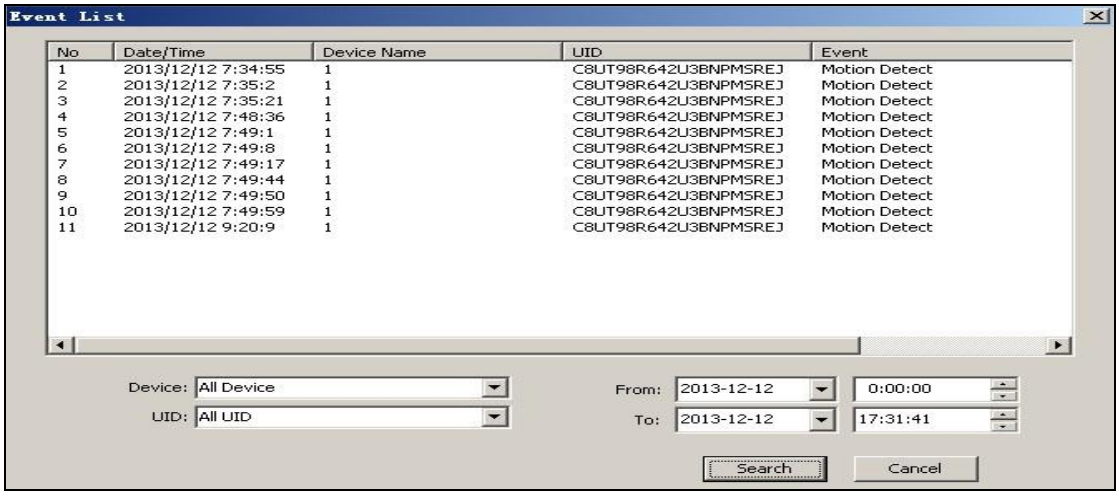
Search function, users can search all recording files of one or more camera in a certain time.

Delete function, can delete unnecessary files.

Users can view the payback of the recording, include play, pause, stop, drag watch and full screen view.

Snapshot function, check snapshot pictures.

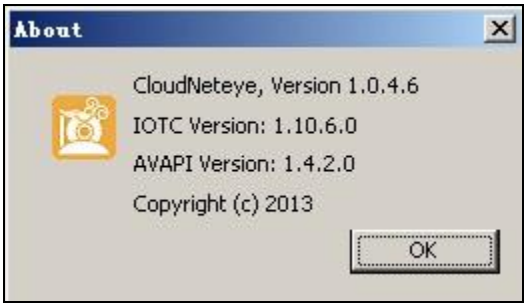
Event list


Event List
No Date/Time Device Name UID Event
1 2013/12/12 7:34:55 1 C8UT98R642U3BNPMSREJ Motion Detect
2 2013/12/12 7:35:2 1 C8UT98R642U3BNPMSREJ Motion Detect
3 2013/12/12 7:35:21 1 C8UT98R642U3BNPMSREJ Motion Detect
4 2013/12/12 7:48:36 1 C8UT98R642U3BNPMSREJ Motion Detect
5 2013/12/12 7:49:1 1 C8UT98R642U3BNPMSREJ Motion Detect
6 2013/12/12 7:49:8 1 C8UT98R642U3BNPMSREJ Motion Detect
7 2013/12/12 7:49:17 1 C8UT98R642U3BNPMSREJ Motion Detect
8 2013/12/12 7:49:44 1 C8UT98R642U3BNPMSREJ Motion Detect
9 2013/12/12 7:49:50 1 C8UT98R642U3BNPMSREJ Motion Detect
10 2013/12/12 7:49:59 1 C8UT98R642U3BNPMSREJ Motion Detect
11 2013/12/12 9:20:9 1 C8UT98R642U3BNPMSREJ Motion Detect
Device: All Device
UID: All UID
From: 2013-12-12 0:00:00
To: 2013-12-12 17:31:41
Search
Cancel

Search function, users can search all even list of one or more camera in a certain time.

4.1.2.3 About

show CloudNeteye version.



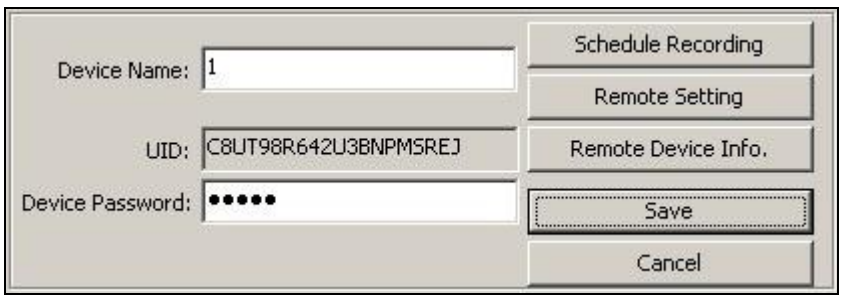
4.1.3 Display setting

Display split, include 4, 6, 9, 16 split pane, double click to full screen view.

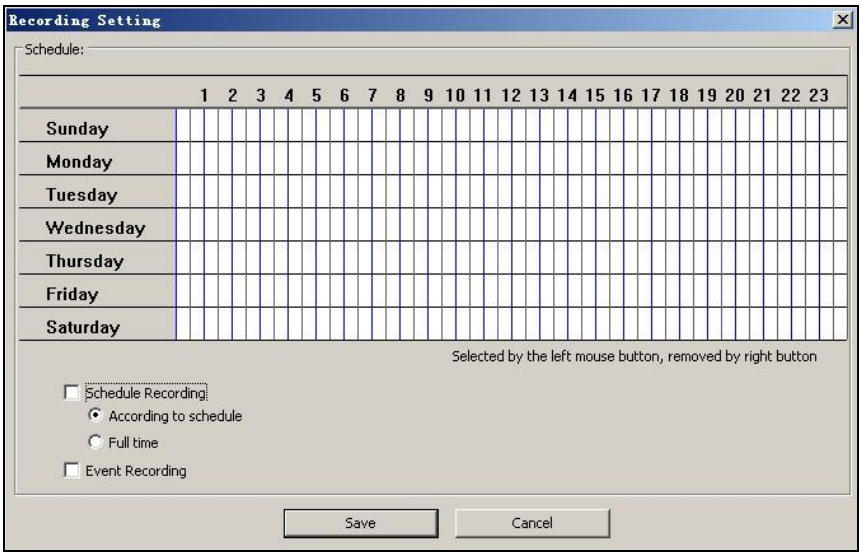
4.1.4 Device setting

4.1.4.1 Edit Camera

Choose some one IP camera in device list, click "", can do "Schedule Recording", "Remote Setting" and "Remote Device Info"



4.1.4.1.1 Schedule Recording



1)Full-time recording. When open this function, manual recording function will stop.

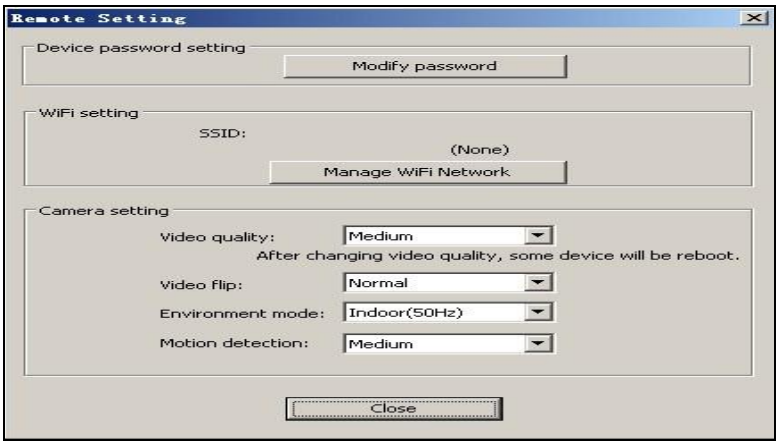
2)According to the schedule. When this function start, manual recording function will stop.

3)Event recording. This function is available in condition of motion detection. When users closed motion detection in smartphone APP setting, camera can't alarm triggered.

4.1.4.1.2 Remote settings

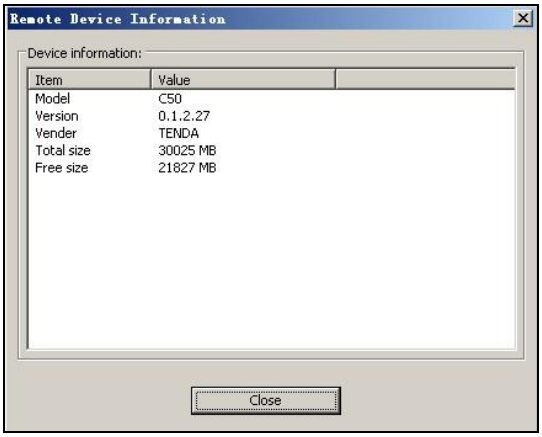
Include Device password setting, WIFI setting, Camera video quality, video flip, environment mode and motion detection settings.

Note: WiFi setting: click "Manager WiFi Network"→ click "WIFI SSID", choose one available network in the following list; input password, then click "Save".



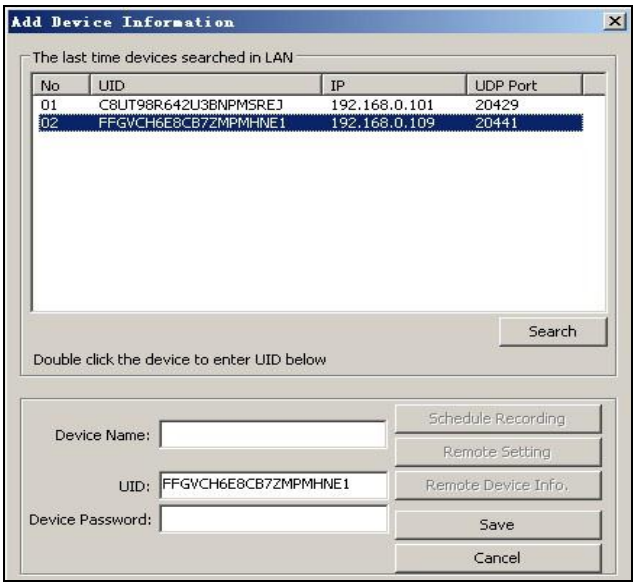
4.1.4.1.3 Remote device information

Remote device information, check the camera info.



4.1.4.2 Add/Delete IP Cam

Add/Delete IP Cam , search IP Cam or add manually, can support max 16 cameras view at the same time. (when the button is in blue color, then can add or delete).



4.1.4.3 Play/Stop all camera

Play/Stop all camera , can support max 16 camera connect or stop at the same time.

5. Web View and Setting

5.1 How to log in Web

You can log in the Web through the following two ways:

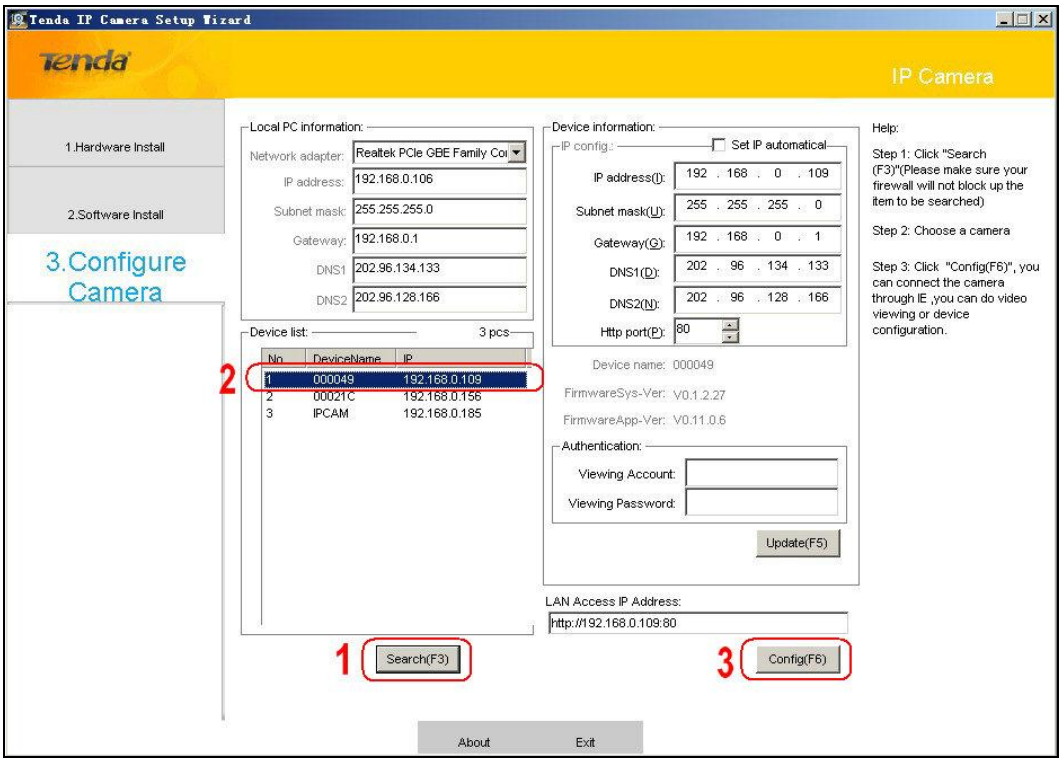
Way 1: Run “Setup Wizard” to enter Web .

According to addendum 2 “Environmental protection download”, download “Setup Wizard” software.

Double click “

”, run this software, click “

” according guide info, until to following page.



As show on the picture, click “

”, (pls closed the firewall and antivirus software in your computer and make the DHCP server is ON in your Router); select camera in “Device list”; then click “

”, input “admin” in both user name and password on the appearing login window, and then click “OK” to enter the Web UI. You will then be able to watch videos or do system settings .

Way 2: Use “CloudNeteye” APPs in smartphone, search camera and find IP address, then input the IP address in browser to enter the Web. Pls refer to User Manual “3.2 Add IP Camera” section, use search IP camera function. In the device list info “ 192.168.X.X” means the camera’s IP address. Open a browser in your computer, input the IP address and press “Enter”, input “admin” in both user name and password on the appearing login window, and then click “OK” to enter the Web .

5.2. HD series Web Configuration （C50/C5）

5.1.1 View video

1) Status bar

- Display connection status .
- Display record status : : if click “Record”, it will show “REC” which stands for recording; click record button again, it will stop.
- Zoom out, zoom in and restore digital zoom ， 3X Zoom function.
- Set saving file path : set the location for recording and capturing file storage(The default directory is D:\Record and D:\Snap).
- Talk button : Click this button to hear what the person at the side of computer talks. Click it again, it will stop playing.
- Audio monitor button : Click this button to hear what people talking about at the side of IP Cameras.

2) Select language and bit-rate

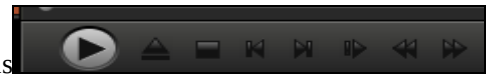
You can change language between Chinese Simplified, Chinese Traditional, English and so on.

You can select 720P（Image quality is best）, VGA（Image quality is good）and QVGA （Image quality in general）to view video, example for view video by 720P in LAN, by VGA in internet, by QVGA in smartphone.

3) PTZ control

If the camera supports PTZ function, you can click up, down, left, right arrow to control the camera moving, click button to center the camera. When you set camera to a preset position, and then click button, after the camera is changed to other direction, click button can move the camera to the position you have set.

4) Snap/record/SD card/playback

- Click “Snap” button, to save the picture to the default path D:\Snap(If you want to change the file path, please click to set specified path）
- Click “Record” button to start record. Click again to stop record, the default path is D:\Record((If you want to change the file path, please click to set specified path）
- Click “Check TF/SD card” can browse the files in the SD card (If the SD card already inside the camera), you can select file to download it;
- Click “Playback” button, it will show a player which can play the record video. For these buttons  means: ‘Play/Pause’ ; ‘Open file’; ‘Stop’; ‘Prev file’; ‘Next file’; ‘Frame’; ‘Speed －’; ‘Speed +’.

5) Click “System settings” button to enter system setting web page, you can configure your camera.

5.2.2 Running status

Device ID : 00021C
Current Client : 1
Network Connection : Wired Connection
Software Version : V0.1.2.27
Web Version : V0.11.0.5
Mac Address : C8:3A:35:00:02:1C
IP Address : 192.168.0.101
Subnet Mask : 255.255.255.0
Default Gateway : 192.168.0.1
Preferred DNS Server : 202.96.134.133
Router WAN IP Address : Get Wan IP Address
Running Time : 2013-09-30 08:57:01
TF/SD Status : Have Card[The Total Capacity of : 30741808KB The Rei
View the Contents of the TF/SD Card
Format the TF/SD Card
Stop the TF/SD Card

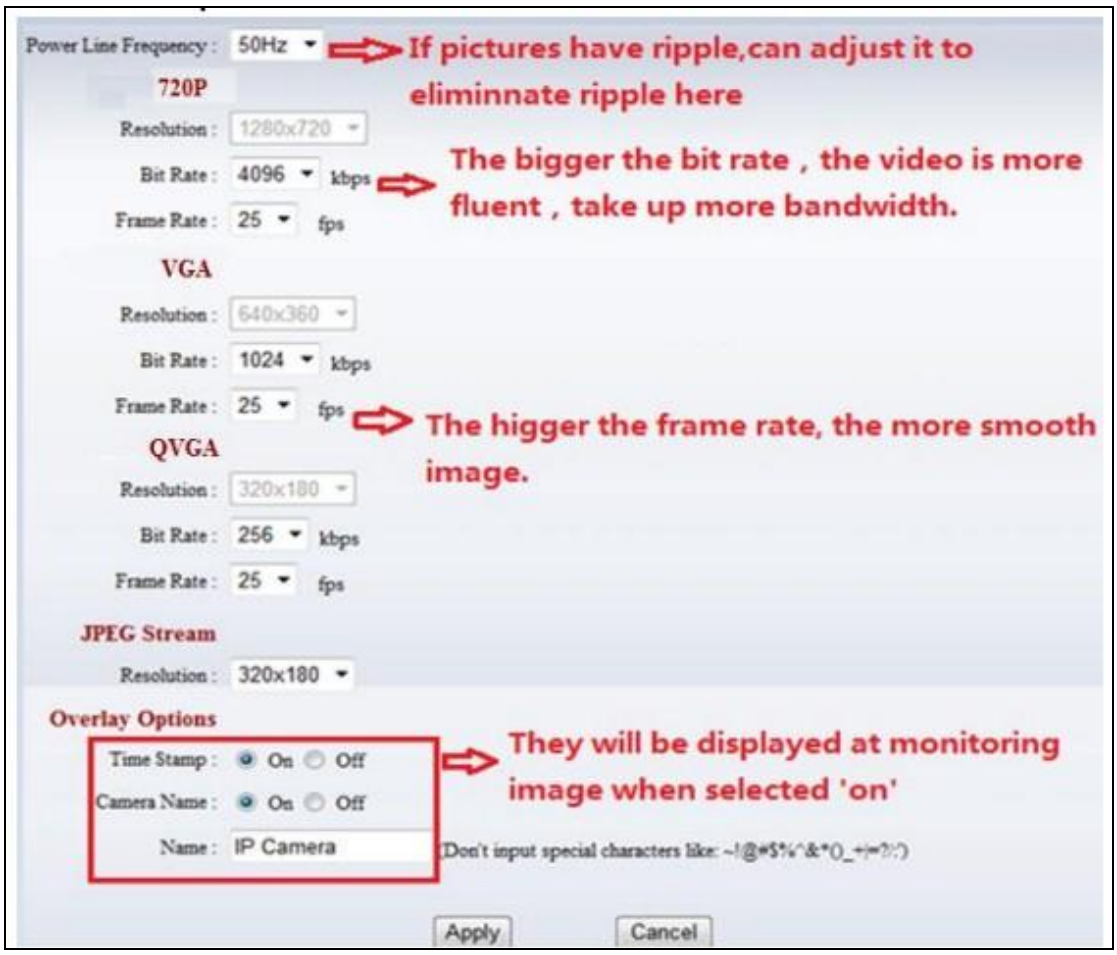
You can check some information of the device, example of software version, web version, Mac address, TF/SD card status. Also can operate the functions for “Get Wan IP Address”, “View the Contents of the TF/SD card”, “Format the TF/SD card”, “Stop the TF/SD card”. TF/SD status bar shows the free capacity if TF/SD card is inserted.

Tips：

- The device supports max 32G TF/SD card. Please format the TF/SD card to FAT32 before use the card on camera. Please check if the TF/SD Card matches the camera or not before purchasing the TF/SD Card.
- Please insert the TF/SD card when the device power off, otherwise damage the TF/SD card or the device can’t read TF/SD card.

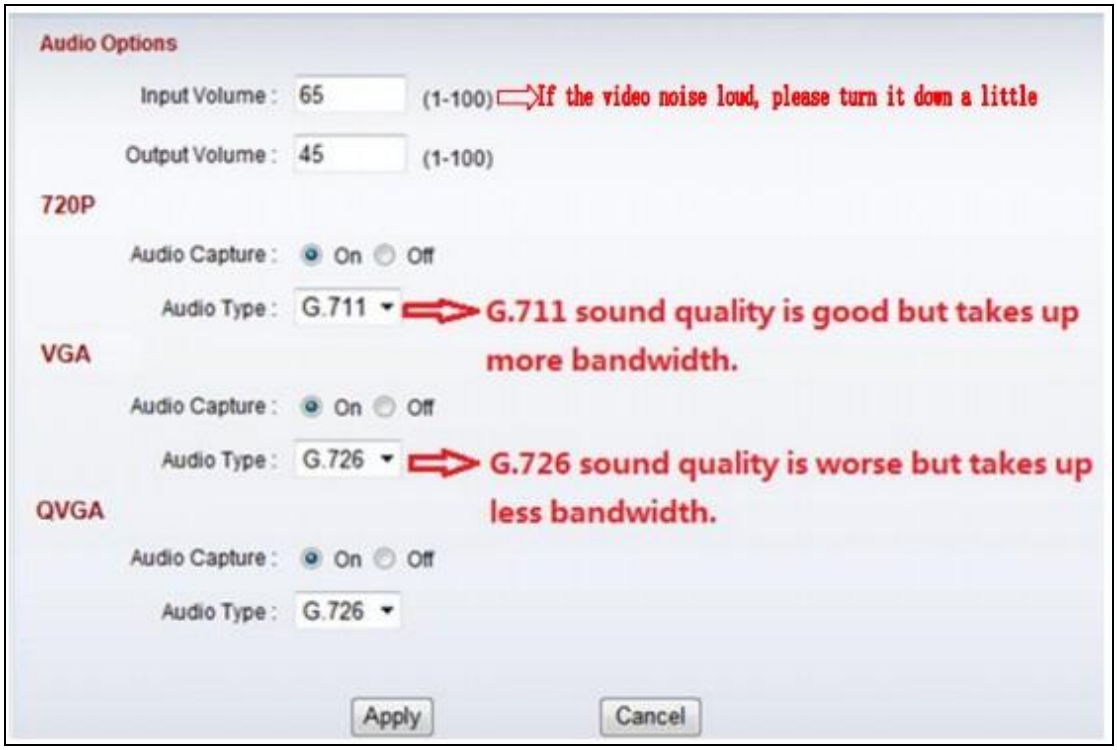
5.2.3 Video setting

5.2.3. 1 Video parameter


Power Line Frequency : 50Hz
If pictures have ripple,can adjust it to eliminnate ripple here
720P
Resolution : 1280x720
Bit Rate : 4096 kbps
Frame Rate : 25 fps
The bigger the bit rate , the video is more fluent , take up more bandwidth.
VGA
Resolution : 640x360
Bit Rate : 1024 kbps
Frame Rate : 25 fps
The higger the frame rate, the more smooth image.
QVGA
Resolution : 320x180
Bit Rate : 256 kbps
Frame Rate : 25 fps
JPEG Stream
Resolution : 320x180
Overlay Options
Time Stamp : On Off
Camera Name : On Off
Name : IP Camera
They will be displayed at monitoring image when selected 'on'
Don't input special characters like: ~!@#$%^&*()_+|=?:;
Apply
Cancel

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.3. 2 Audio parameter

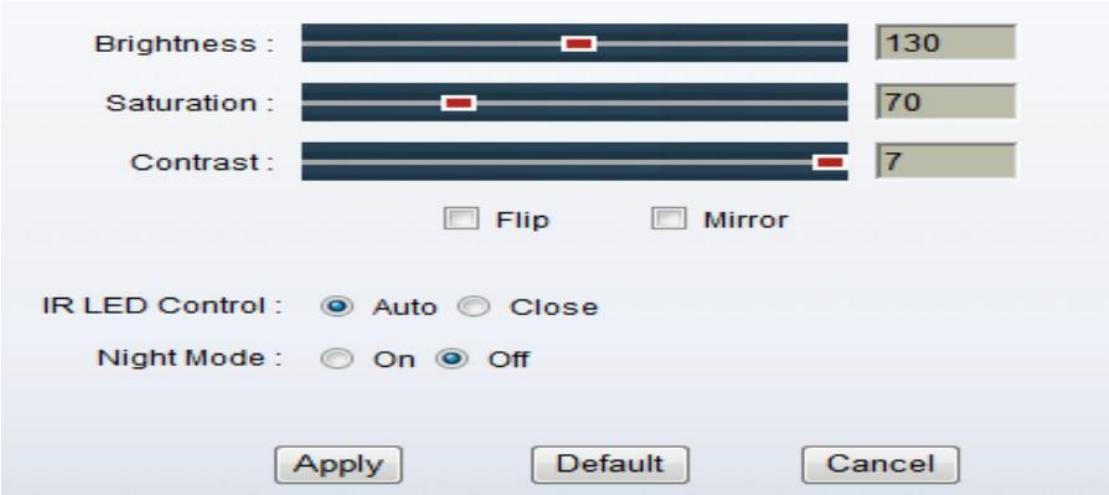

Audio Options
Input Volume : 65 (1-100)
If the video noise loud, please turn it down a little
Output Volume : 45 (1-100)
720P
Audio Capture : On Off
Audio Type : G.711
G.711 sound quality is good but takes up more bandwidth.
VGA
Audio Capture : On Off
Audio Type : G.726
G.726 sound quality is worse but takes up less bandwidth.
QVGA
Audio Capture : On Off
Audio Type : G.726
Apply
Cancel

The camera supports G.711 and G.726 audio encoding format. The sound of the G.711 is better, but it occupies more bandwidth. If you click “On” of the audio capture, so it will transmit audio in corresponding video stream. Please open the audio here, should you hear the sound when clicking audio play button in 4.1.1.

Note: 1. If you want to do two-way audio by smartphone, the Audio Type need to set to G. 726.

2. When you modify the parameters, you need to click Apply to save your settings.

5.2.3.3 Image parameters

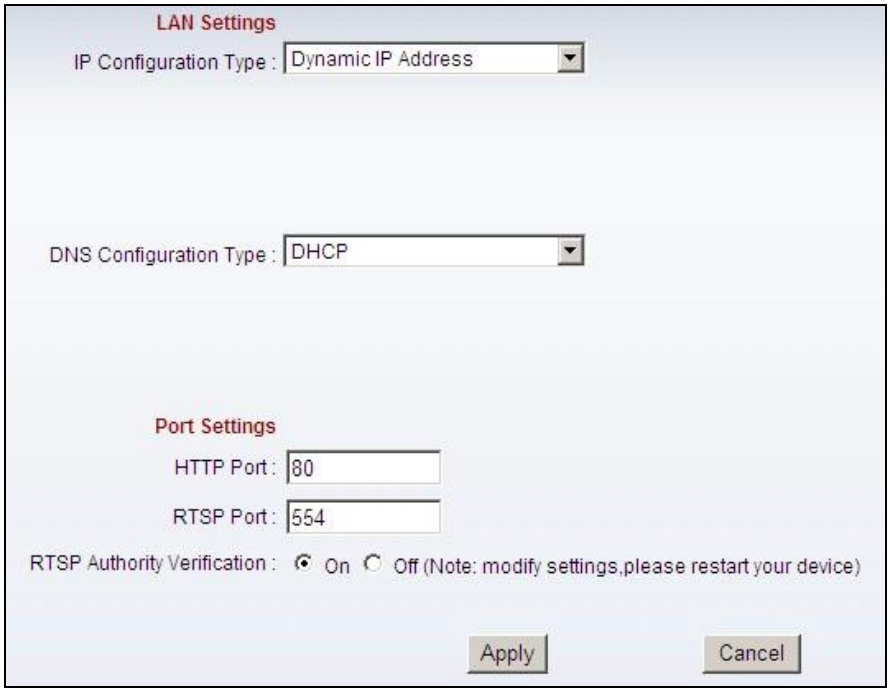


The camera will switch to Night Mode in the case of poor lighting, when the Night Mode is "On", and the IR LED Control is set "Auto". When the camera is in Night Mode , the image of the camera is black and white. If in the day, you see the image of the camera is black and white, you can increase lighting or turn off the Night Mode to solve it. If any one of Night Mode and IR LED closed at night(there is no lighting), the camera can't work normally.

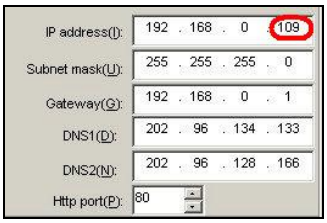
Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.4 Network setting

5.2.4. 1 LAN settings



There is two ways to assign IP address, one is DHCP, one is set manually; the default one is DHCP. If you want to change the IP address of the camera, choose “set IP Manually”, and modify the information as the below picture:



Just change the last part of IP address, then click “Update” button to save the setting.

The default HTTP port is 80, if you do not modify the port, you can directly enter the camera IP in the web address field; if you change the port, you need to add "： " and port number benind the IP address. For example: If you modify the port is 8081, the camera IP address is 192.168.0.10. You must enter 192.168.0.10:8081 to access camera.

The cameras support RTSP protocol, if select “on” of “RTSP authority verification”, you need to enter user name and password when invoke video by RTSP protocol.

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.4.2 Wi-Fi setting

Login camera in wired connection and enter Wi-Fi setting, and then operate as the following steps.

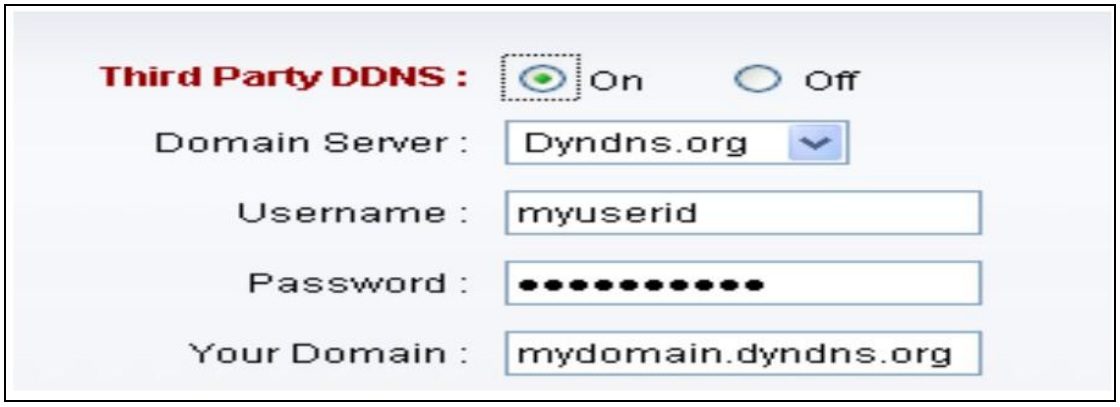
Enable Wireless : On Off
SSID : Tenda_582AF0 Search
Security Mode : WPA-PSK
WPA Algorithm : AES
Key : ••••••••
Re-Type Key : ••••••••
Check Wireless Set : Check
Apply Cancel
Join RSSI SSID Encryption Mode Authentication Connection Mode Channel
OK 57 ChinaNet NONE OPEN Infra 1
OK 52 ICES TKIP WPA2-PSK Infra 1
OK 47 youhuard AES WPA2-PSK Infra 2
OK 89 HS-novo TKIP WPA2-PSK Infra 3
OK 100 Tenda_582AF0 AES WPA-PSK Infra 5
OK 23 merays TKIP WPA2-PSK Infra 6
OK 52 ChinaNet-6MpS TKIP WPA2-PSK Infra 6

Select “On” and click “Search”, and then select wireless Router in pop up menu, click “OK” and enter its password, click “apply” to save the wireless settings. And you can click “check” to check if the wireless setting is successful. After setting successfully, please pull out network cable, then you can use the wireless function.

5.2.5 Remote Access setting

User can also use third party DDNS, such as www.dynddns.us, User applies a free domain name from this website and fills the info into below blanks and saves the settings. Then enter into the Web page of your Router to do port mapping. Then you can remote access to the camera by your PC.

Note: The IP of the camera should be fixed IP address, otherwise it’s unable to set the port mapping.

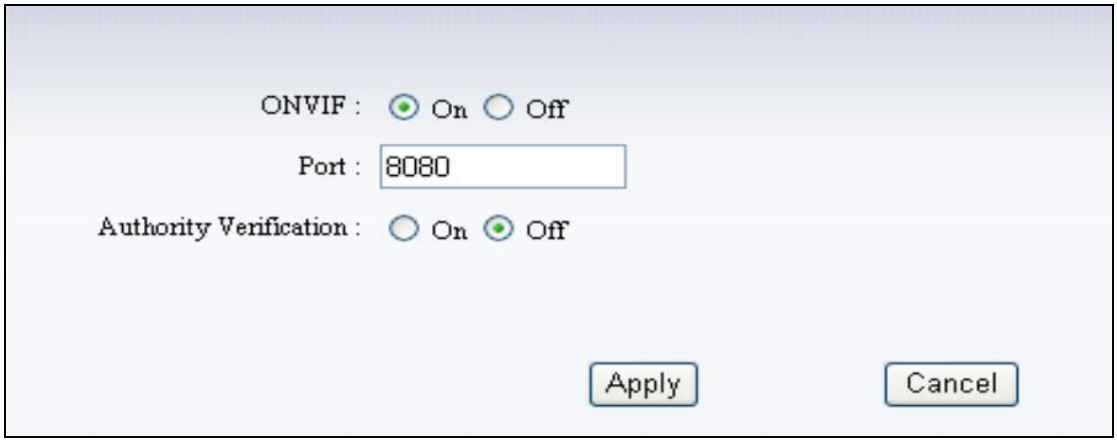


Note: Using the third party DDNS, if the http port is not 80, the port number should be added to the domain name with ":". Example: http://chen.dynddns:8081.

Note: 1: If there is any question about remote access setting, pls see addendum 1 for reference.

2: When you modify the parameters, you need to click Apply to save your settings.

5.2.6 ONVIF settings



The camera supports ONVIF protocol, so it can be interconnected with NVR that support ONVIF version: 2.0.1.

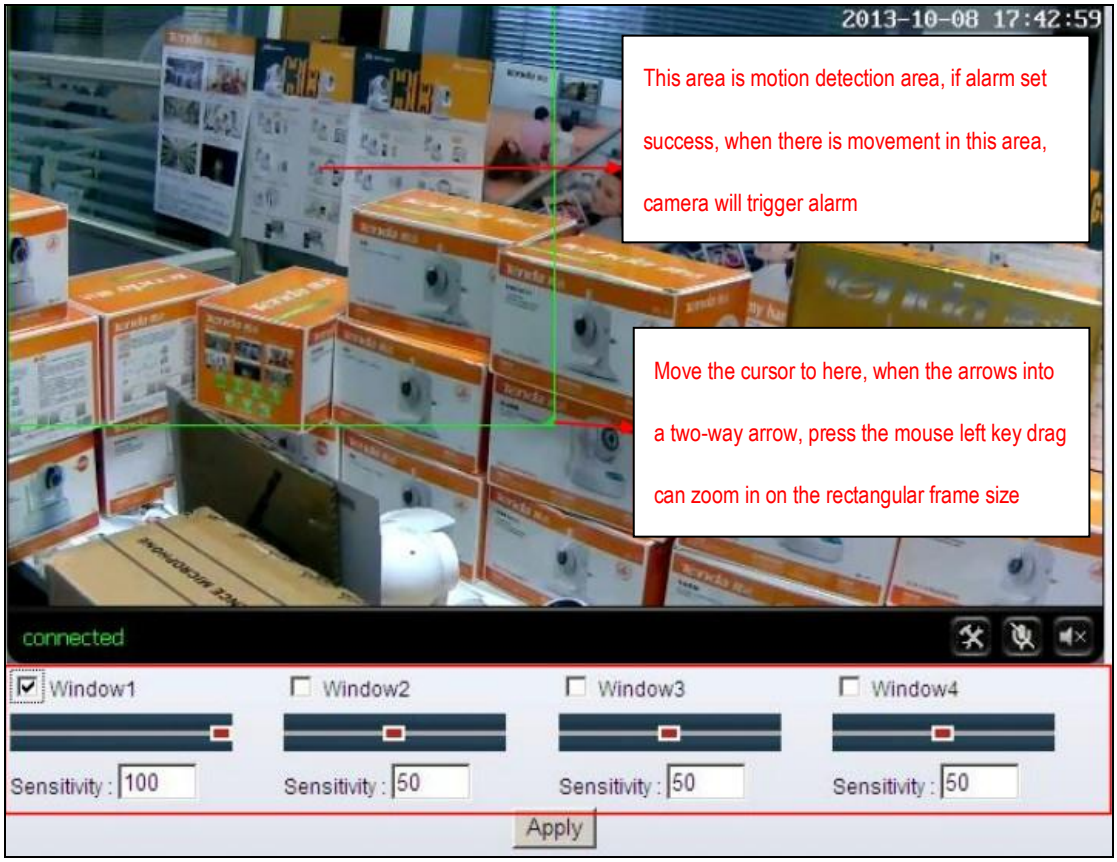
Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.7 Alarm setting

5.2.7. 1 Motion Detection Setting

If users set to monitor certain area, when there is exception occurs in this area, it will trigger alarm. In the sensitivity options, when sensitivity higher, more easily to trigger alarm.

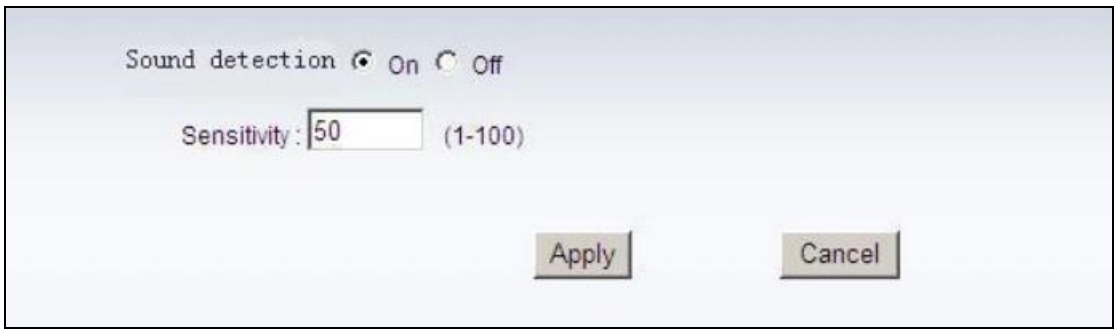
If the motion detection windows was designated , and then click "Apply", and do" Alarm mode setting" (Refer to 4.5.3 Alarm mode setting, such as E-mail Alarm and Email setting success) ,if an exception occurs in the selected windows, alarm is triggered automatically, then send the pictures to the corresponding mailbox.


2013-10-08 17:42:59
This area is motion detection area, if alarm set success, when there is movement in this area, camera will trigger alarm
Move the cursor to here, when the arrows into a two-way arrow, press the mouse left key drag can zoom in on the rectangular frame size
connected
Window1
Window2
Window3
Window4
Sensitivity : 100
Sensitivity : 50
Sensitivity : 50
Sensitivity : 50
Apply

Please click “apply” after the settings are done, and motion detection takes effect.

5.2.7. 2 Sound detection Setting

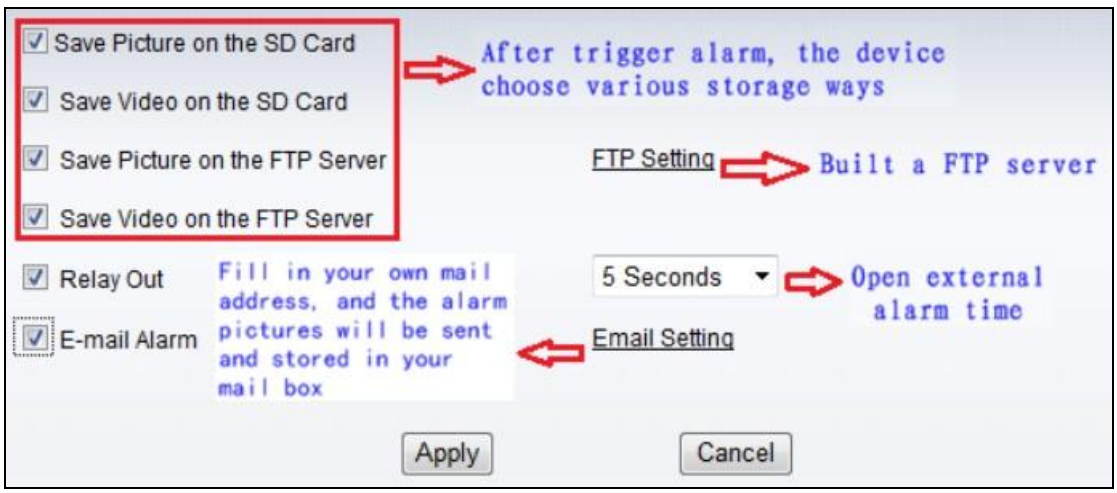
If the camera Sound detection function is "on" and click "apply", and set " Alarm mode setting" (Refer to 4.5.3 Alarm mode setting, such as E-mail Alarm and Email setting success) and" Scheduled time setting"(Refer to 4.5.4 for detail), in the selected arming time , when the camera detect abnormal sound, the camera will trigger alarm, snap and send to the corresponding mailbox. (The higher the sensitivity, the more likely trigger an alarm)



The Sound detection function is off default. When you select "on" and click "Apply", the sound detection will be on. The value of sensitivity is higher, more easily to trigger the alarm.

5.2.7.3 Alarm mode setting

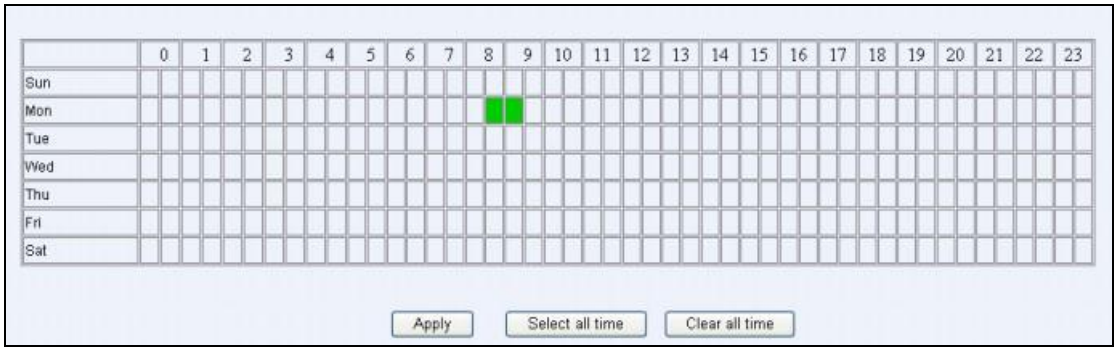
You can set the following way to get the alarm information. You just need to check the item you want to set it.


Save Picture on the SD Card
Save Video on the SD Card
Save Picture on the FTP Server
Save Video on the FTP Server
After trigger alarm, the device choose various storage ways
FTP Setting
Built a FTP server
Relay Out
E-mail Alarm
Fill in your own mail address, and the alarm pictures will be sent and stored in your mail box
5 Seconds
Open external alarm time
Email Setting
Apply
Cancel

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.7. 4 Scheduled time setting

Select the time you want to alarm. The default value is all time. If you want to alarm on certain time, you can select it on the time table.



The device will trigger the alarm only during the scheduled time period, you can select the scheduled time according to your request. As shown above, it sets armed time from Mon 8:30 to 9:30, you only need to click the corresponding time block to set them, the time block will become green when you selected.

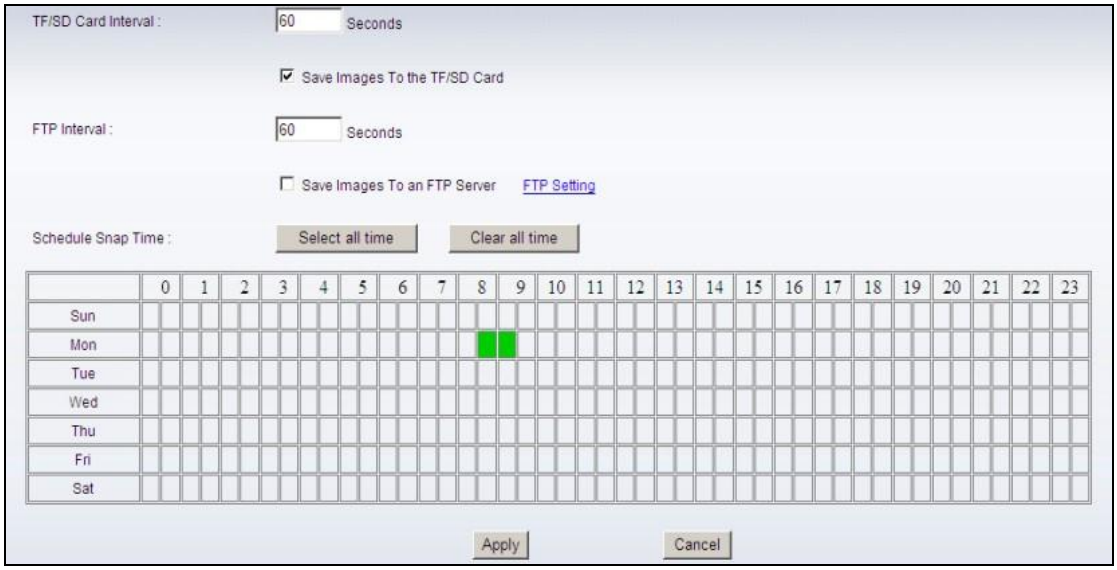
Note: Please make sure your system time is correct before you set the alarm time period.

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.8 Advanced setting

5.2.8.1 Auto capture

The camera will snap to TD/SD card or FTP server in the selected time by the time interval you set.



If you check “Save Images to the TF/SD card”, the snap pictures will be stored into SD card during the setting time.

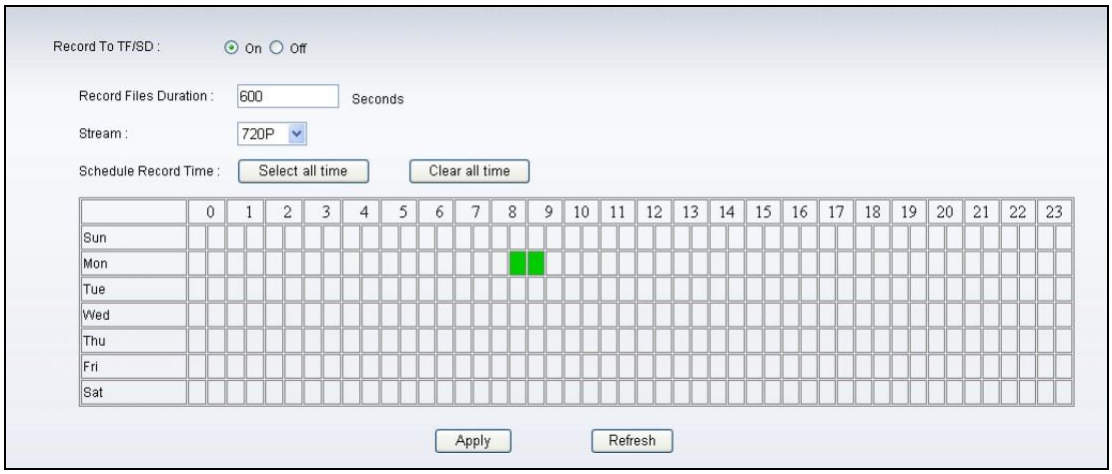
If you check “Save Images To an FTP Server”, the snap pictures will be stored into FTP server during the setting time.

As shown above, it sets auto capture from Mon 8:30 to 9:30, you only need to click the corresponding time block to set them, the time block will become green when you selected.

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.8.2 Record to TF/SD

If "Record to TF/SD" function is on, then the camera will record and store to TF / SD card automatically in the selected time period.


Record To TF/SD : On Off
Record Files Duration : 600 Seconds
Stream : 720P
Schedule Record Time : Select all time Clear all time
0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
Sun
Mon
Tue
Wed
Thu
Fri
Sat
Apply Refresh

As shown above, it sets record from Mon 8:30 to 9:30, you only need to click the corresponding time block to set them, the time block will become green when you selected.

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.8.3 E-mail setting

When it detects alarming, it can send email to your appointed email box, but you need to set email service parameters correctly. As shown below, click “Submit” to save these parameters, and then you can click “Test” to check if the setting is successful.

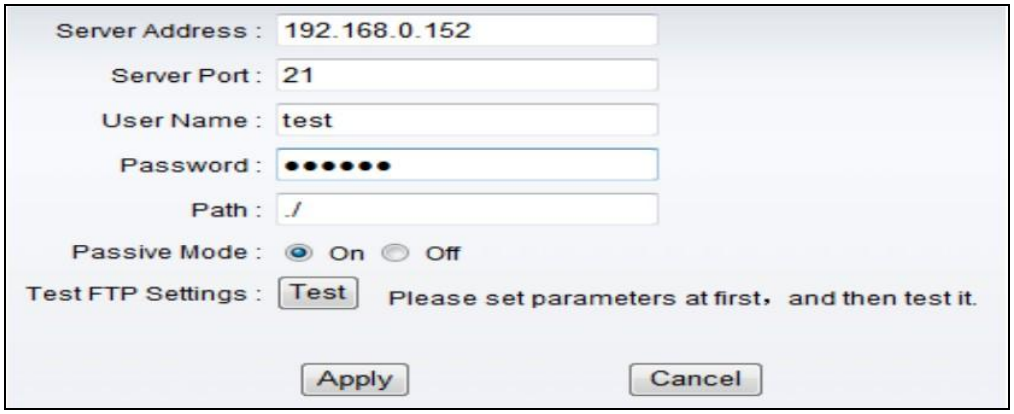
SMTP Server Name : smtp.sohu.com Server Port 25 SSL
Authentication : On Off
User Name : sender@soho.com
Password : ●●●●●●●
Send To : receive@163.com (e-Mail Address 1)
(e-Mail Address 2)
(e-Mail Address 3)
Sender : sender@sohu.com (Return e-Mail address)
Subject : alarm
Message :
(The maximum length of 255 Characters)
Test Email settings : Test Please set parameters at first，and then test it.

The SMTP server name: It is mailbox server, for example of SOHU mailbox, it is "smtp.sohu.com". Please fill all blanks which we filled above. Otherwise, the settings will fail. Please click "Test" to test if the E-mail setting is successful.

Note: If it's failure when you point "Test", you can refer Addendum 1.

5.2.8.4 FTP setting

The device will snap live pictures and send them to FTP server when alarming, but need to set the FTP setting correctly. As shown below, after the setting is finished, click "Test" to check your settings are correct or not.



Before to use FTP function, please get the following ready.

1) FTP user name and password

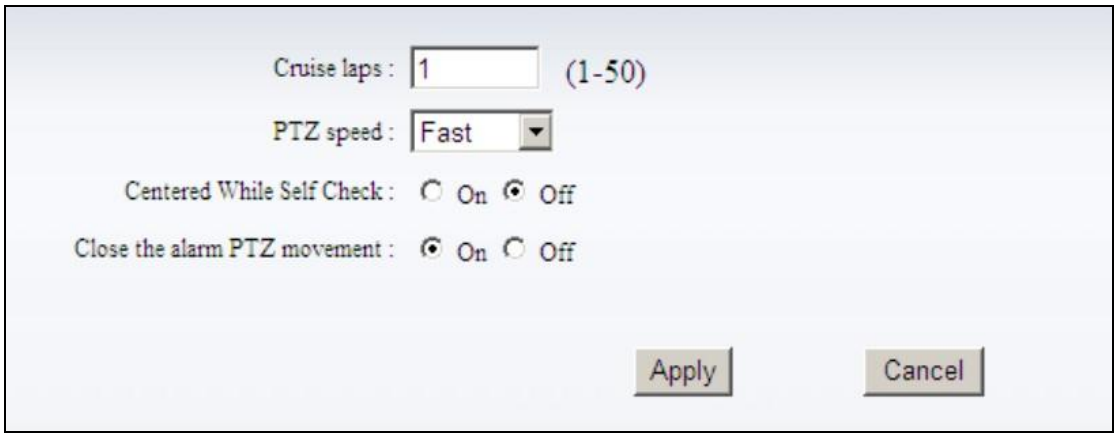
2) FTP storage space and the authority

3) Create sub-category to store the video or pictures.

Note: The password should not be special character, otherwise the camera can't identify it.

5.2.8.5 PTZ Protocol setting

PTZ Protocol Setting: set the cruise laps, PTZ speed, self-inspection location, close alarm when PTZ movement. When you click Apply after setting the corresponding data will be saved.



Cruise laps: You can choose any number between 1 to 50, the camera will turn the corresponding number.

Note: Suggest you cruise laps not to set too big, If you set it is too big, the machine service life will be shorten .

PTZ speed: There is 3 levels for PTZ, fast, second fast and slow, You can choose any one in the three, to adjust rotational speed of PTZ.

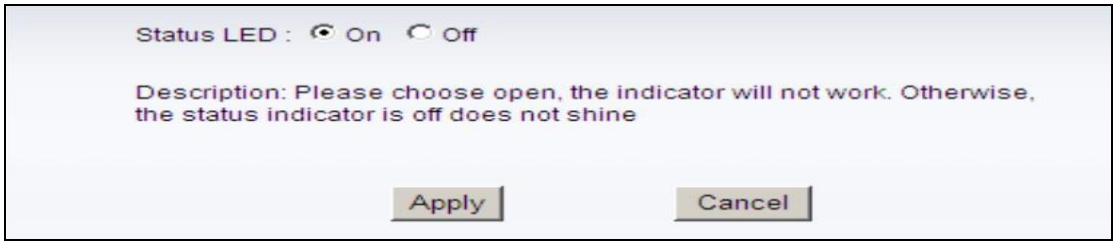
Center While Self Check: when the Center While Self Check is on, restart the camera, the camera's lens location is center automatically.

Close the alarm PTZ movement: When you select On, the camera will not trigger alarm when PTZ movement. If you select Off, the camera will trigger alarm when PTZ movement.

Users need to click on the "Apply " after change the Settings, the corresponding Settings will be saved.

5.2.8.6 Status LED setting

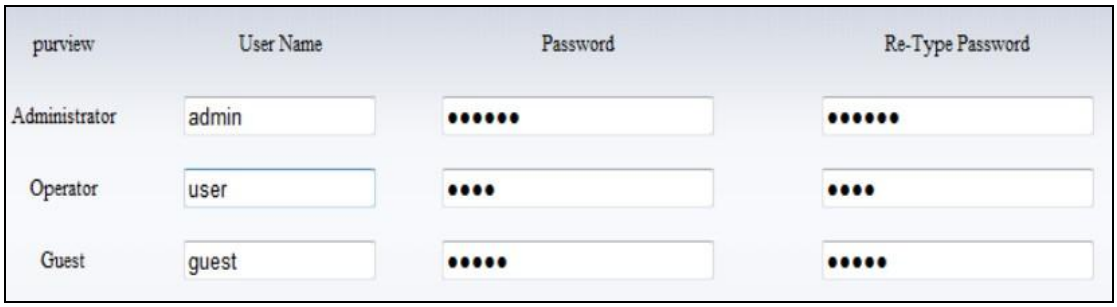
If you feel dazzling lights behind the camera affect your sleeping at night, you can choose to turn off the Status LED by select .


Status LED : On Off
Description: Please choose open, the indicator will not work. Otherwise, the status indicator is off does not shine
Apply
Cancel

Note: When you modify the parameters, you need to click Apply to save your settings.

5.2.9 System setting

5.2.9.1 User management



There are 3 levels of user authorization in it.

- Administrator: “admin” has the highest authority, can do any settings. The factory default password: admin.
- User: user can only operate the device but can’t do any settings. The default password is user.
- Guest: User can view the video, but can’t operate the device. The default password is guest.

Note: Please change these 3 level passwords when your first use to ensure your safety.

5.2.9.2 Time settings

First time you use the camera, maybe the time on the picture is incorrect. Because the camera need to get the current time by Internet. If the camera connect to Internet, the time of the camera will update automatically in a moment.

Please select the time zone at first and then select a NTP server and obtain time from network time server.

Note: Pls click “Apply” to save the settings.

5.2.9.3 Reboot IP camera

The camera will automatically restart when the firmware upgrade. The camera will automatically restart When change the camera "Power Line Frequency "or " Audio Type " .

5.2.9.4 Restore factory default

Restore factory default

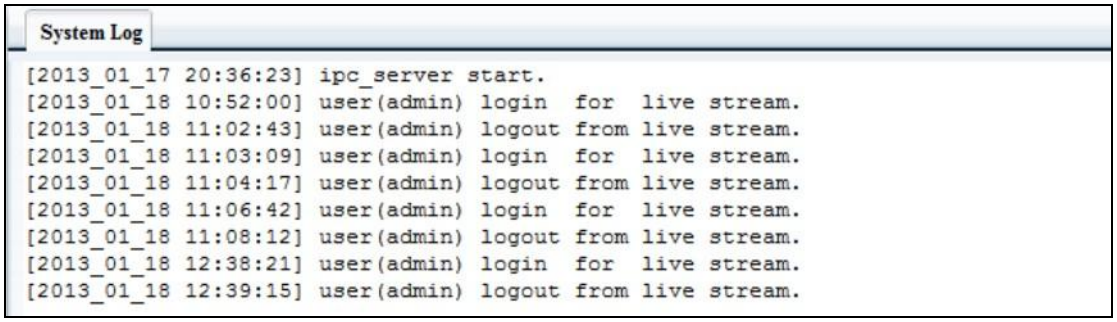
5.2.9.5 Backup/Restore settings

If you click “Confirm” of Backup setting data, the camera will create a file, you can store it in your computer, and you can directly call this file to restore the settings. The function helps users to manage the cameras and no need to do all the settings again.

5.2.9.6 Upgrade

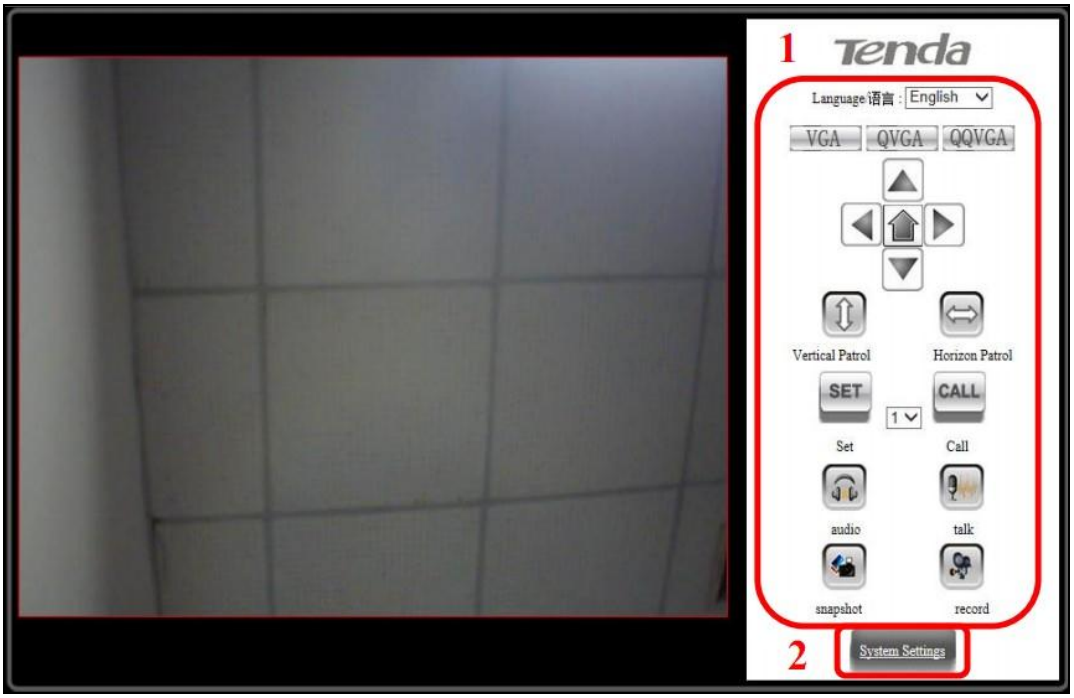
The firmware upgrade is for updating system firmware and web UI.

5.2.9.7 System Log


System Log
[2013_01_17 20:36:23] ipc_server start.
[2013_01_18 10:52:00] user(admin) login for live stream.
[2013_01_18 11:02:43] user(admin) logout from live stream.
[2013_01_18 11:03:09] user(admin) login for live stream.
[2013_01_18 11:04:17] user(admin) logout from live stream.
[2013_01_18 11:06:42] user(admin) login for live stream.
[2013_01_18 11:08:12] user(admin) logout from live stream.
[2013_01_18 12:38:21] user(admin) login for live stream.
[2013_01_18 12:39:15] user(admin) logout from live stream.

5.3 SD series Web configuration (C30/C3)

5.3.1 View video



1. Operation interface

Language selection: support Simplified Chinese and English

Resolution selection button：VGA/QVGA/QQVGA（640*480/320*240/160*120）

PTZ control button：up/down/left/right/center

Vertical Patrol/Horizontal Patrol/Set preset/Call preset/Listen/Talk/Snapshot/Record

2. System settings

Click “System settings” button to enter system setting web page, you can configure your camera.

5.3.2 Run Status

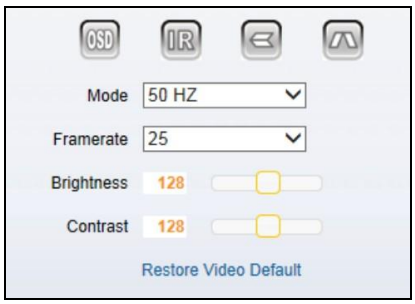
Device Status	
Device Firmware Version	50.2.0.145
Device Embeded Web UI Version	0.11.1.3
Alias	IPCAM
MAC	78:A5:DD:02:FA:A6
Wifi MAC	78:A5:DD:02:FA:A4

Refresh

You can check device firmware version, Web UI version, Alias, device MAC address, get Wan IP Address etc.

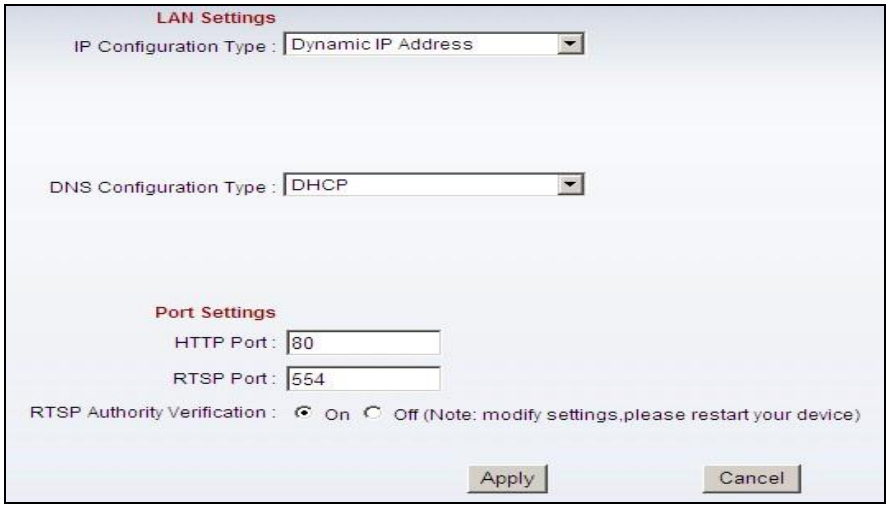
5.3.3 Video setting

5.3.3.1 Video parameters setting



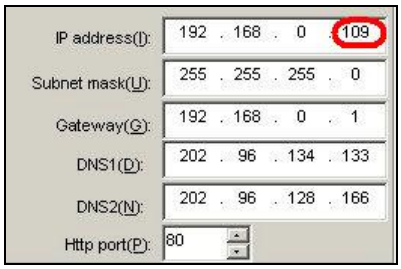
5.3.4 Network setting

5.3.4.1 LAN setting



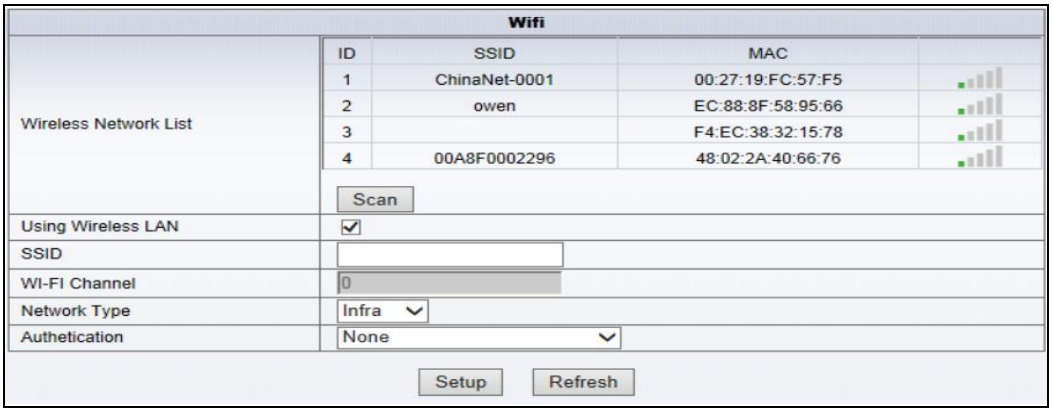
Camera's IP address default to obtain from DHCP server.

If you want to change the IP address of the camera, pls don't select "Dynamic IP Address".



Just change the last part of IP address, then click "Update" button to save the setting.

5.3.4.2 WiFi setting

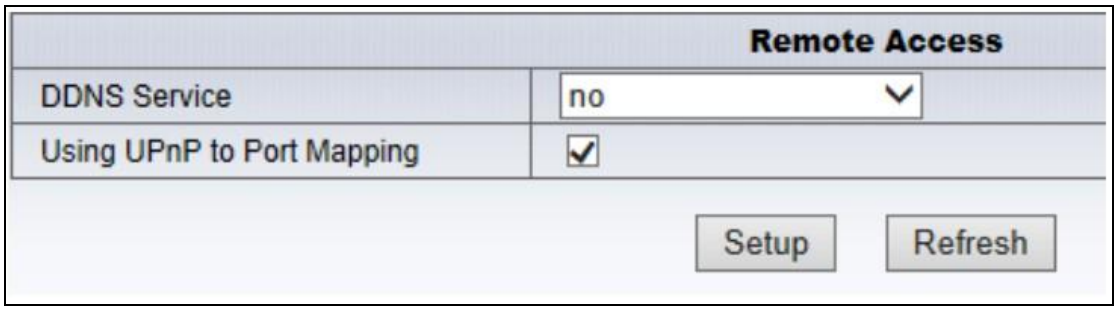


Enter the Wireless LAN Setting, click the “Scan” button, it will show you all the wireless networks detected in the Wireless Network list column. Select one of them and tick “Using Wireless LAN”, then the relevant data of the selected wireless network will be shown in the following blanks. Input the password and click “Submit”, then the WIFI setting is finished. Unplug the cable, then you can connect to router by WiFi.

Note: When the device is connected both WiFi and wired, it will firstly connect to the wired network.

5.3.4.3 Remote access setting

User can also use third party DDNS, such as www.3322.org, User must apply a free domain name from this website and fill the info into the below blanks and save the settings, and then in the router to do port mapping, can remote access to the network camera (note: IP should be set to manual IP network camera, does not automatically get, otherwise unable to set the port mapping).



If you enable UPnP, once the IP camera is connected into the LAN, it will communicate with the router in the LAN and do the port-forwarding with open port of router automatically, so the user don’t need to login the router for doing the port-forwarding, only tick “Using UPnP to Port Mapping” to finish the setting.

Note: If there is any question about remote access setting, pls see Addendum 1 for reference.

5.3.5 Alarm setting

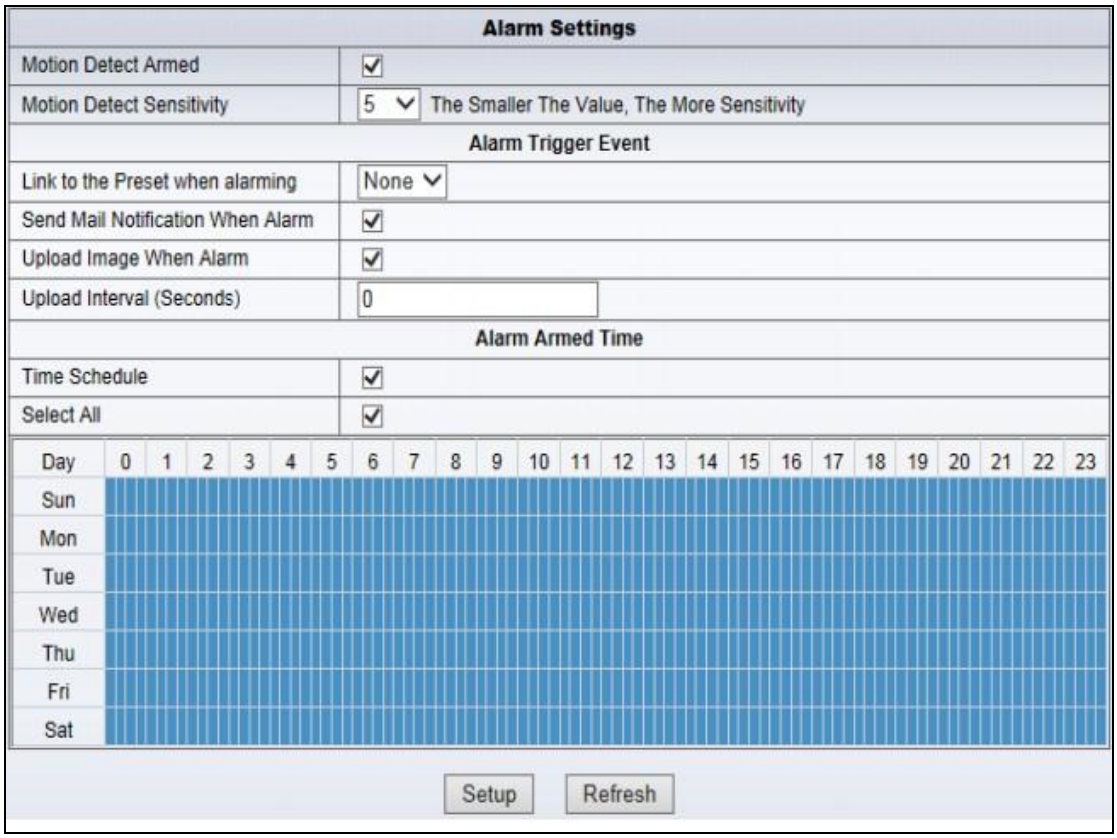
5.3.5.1 Alarm setting

If user needs to monitor a fixed area, it will detect the motion and trigger the alarm when there is any motion in the area. In the motion detect sensibility, the smaller the value, the more sensitivity.

After triggering the alarm, you can adopt several alarm mode in armed time.

- Link to the Preset when alarming: need to set preset point of the camera;
- Send alarm info by email (one email include a picture); every alarm trigger a email;
- Send the snap to the FTP server, user can also set the interval time between two pictures.

The device only triggers alarming when it detects any motion in armed time. User can set schedule time to be “all the time”, also assign the armed time. Before you set “Time Schedule”, please go to “Device Date and Time settings” to set the correct time for the item.



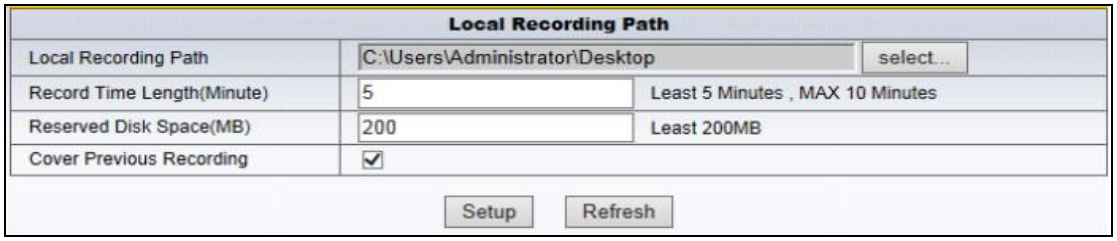
5.3.6 Advance setting

5.3.6.1 Device name setting

The user can name the camera, example for home, office etc.

5.3.6.2 Local recording path

The camera will be automatically create a file folder named “Record files” in root directory of disk C:\,when the user don’t set “local recording path” and launch recording directly, and then save recording file to the folder.



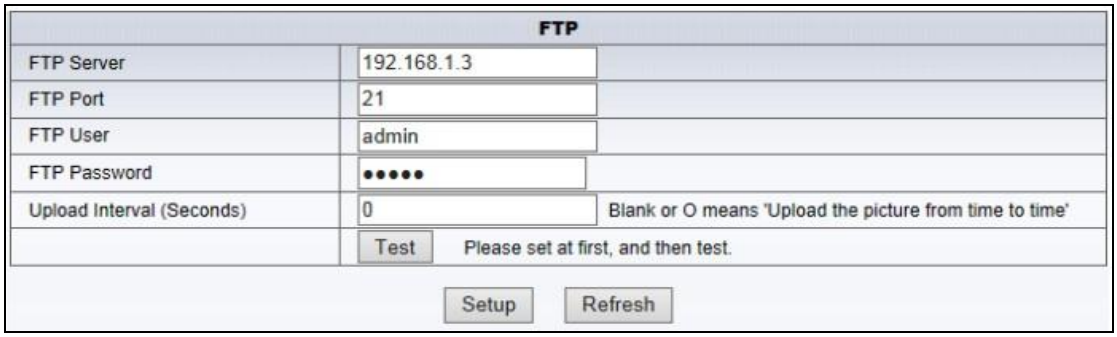
5.3.6.3 E-mail setting

When it detects alarming, it can send email to your appointed email box, but you need to set email service parameters correctly. As shown below, click “Submit” to save these parameters, and then you can click “Test” to check if the setting is successful.

Note: If fail to finish the test email, pls refer to Addendum 1.

5.3.6.4 FTP setting

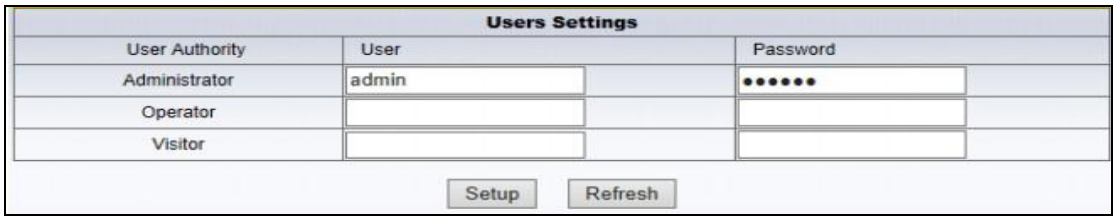
The device will snap live pictures and send them to FTP server when alarming, but need to set the FTP setting correctly. As shown below, after the setting is finished, click “Test” to check your settings are correct or not.



Note：For using the FTP function, you need to apply a user with authority that you can write and create submenu and some memory space.

5.3.7 System settings

5.3.7.1 User setting

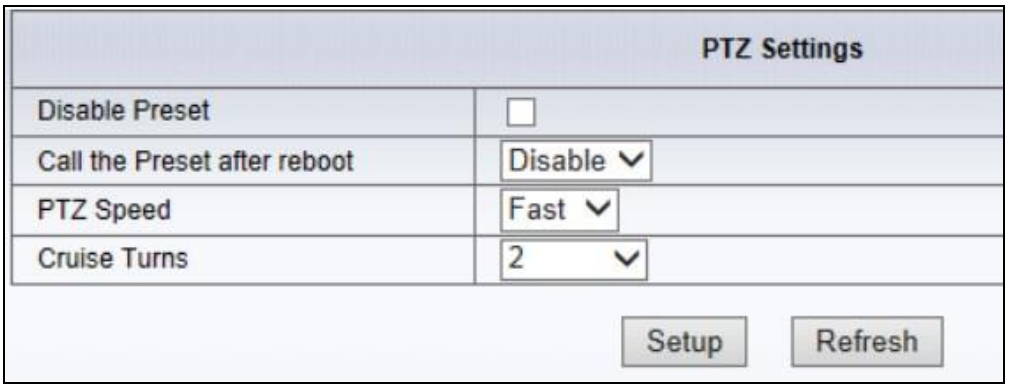


5.3.7.2 Device date and time settings

You can enable “Sync with NTP Server” when the device was connected to WAN, but need to select correct time zone where the camera is located, otherwise need to select“ Sync with PC time”.

5.3.7. 3 PTZ settings

It will stop cruise automatically after cruising an hour when you select cruise turns as "always".



5.3.7.4 Restore factory setting

Click "Restore factory setting" and confirm, the camera will restore to factory setting and reboot.

5.3.7. 5 Reboot device

You can reboot the device.

5.7.3.6 Upgrade Web UI

There are two kinds of firmware run in the camera, one is system firmware, another one is Web UI, you can upgrade them respectively.

5.7.3.7 Upgrade system firmware

There are two kinds of firmware run in the camera, one is system firmware, another one is Web UI, you can upgrade them respectively.

Addendum 1: FAQ

1. After I connect the camera according to guide of Setup Wizard, and add camera by smartphone scanning UID QR code, it shows “Unknown device”, why ?

When run “CloudNeteye” for the first time, pls make sure your smartphone and camera connect to the same Wi-Fi router.

(1) Check the camera’s power connection is normal or not. Check the camera’s LED is on or not, if not bright, then check the camera’s power connection.

(2) Check the camera connect to Internet correctly or not. Camera must connect to the Router’s LAN port, and check the Router’s LAN port LED is on or not. If no light, replace the Ethernet cable and try again.

Note: The camera is unable to connect to the port of DSL MODEM, Cable MODEM, PON MODEM that cascade to the Router.

(3) If still can’t view camera, pls enter Router configuration page to check if the DHCP function is ON. (need DHCP function ON, because our IP Camera’ IP default to obtain from DHCP server).

2. When view with smartphone, camera shows “On Line”, but the picture is black screen, and need wait for a moment, then the image display correctly. Why?

Because the video quality level is setted too high, and the network is not good enough, so the camera response delayed. Pls change setting according to the next steps: Click “ ” or “ ” →click “Edit Camera” or “Advanced setting”→ “Video quality” , reduce a level (quality levels are Max/High/Medium/Low/Min).

3. Run "CloudNeteye" APP on smartphones, why can't search camera?

Before running "CloudNeteye" APP , please according to the quick installation guide instruction, run setup wizard, complete the camera configuration.

Before running CloudNeteye APP, please ensure that your smartphone and the camera is connected to the same Router. Smartphone can via WI-FI to connect to the Router.

4. Why I fail to recording. When click "Record to TF/SD Card", then click "Apply" to save setting, But after I refresh the page, the status still "Off". Pls reset browser first: Tool→ Internet Option→Advanced→Reset. Close browser, and enter again. If the problem is still not solved, then because that browser is not compatible with. Pls change another browser, like IE6, IE8 and so on.

5. How to set up Motion Detection and the email alarm on IP Camera?

You can set Motion detection and email alarm by any one of the following ways:

Way 1: Pls refer User Manual "4.1.2.1 System Setting".

Way 2: Step 1: Refer User Manual "5.1 How to log in Web" to enter Web configuration page, then enter "System setting" → "Alarm" → "Motion detection", open motion detection and select detection area, click "Apply".

Step 2: Pls refer 5.2.7.3, enter "System setting" → "Alarm" → "Email Alarm".

Step 3: Then click "E-mail Settings" in the "Alarm" page to setting E-mail.

The following list configuration parameters of each email service provider.

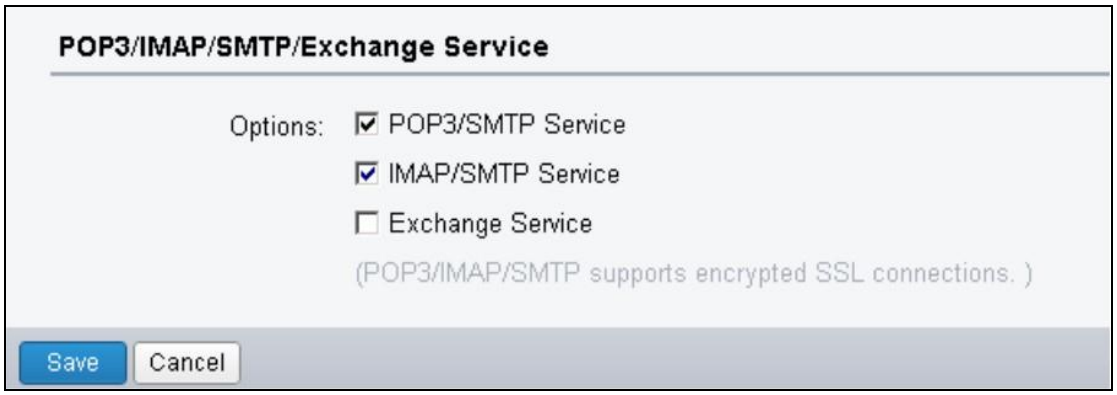
Service provider	SMTP Server Name	Server Port	SSL	Authentication
Gmail	smtp.gmail.com	465	Check	On
Yahoo	smtp.mail.yahoo.com	25	None	On
Sina	smtp.sina.com.cn	25	None	On
QQ	smtp.qq.com	25	None	On
Sohu	smtp.sohu.com	25	None	On
126	smtp.126.com	25	None	On
163	smtp.163.com	25	None	On
Tom	smtp.tom.com	25	None	ON

Test email: 163 mailbox. Account: cl951357258@163.com password: cl951357258 @

Sina email. Account: cl951357258@sina.cn password: cl951357258 @

(1), To ensure that the user name and password are correct, and the sender email correspondence.

(2), If the sender email use QQ mailbox, you will need to set up open SMTP service in QQ mailbox. To enter QQ mailbox "settings" ,"Accounts", open the SMTP service, and point Save. As shown in figure



(3), And other instructions do not contain email subject in Chinese.

(4), The parameter set after the completion of the first point of application, click on the test again. (because the configuration parameters need to click save Settings application, or click on the test, the test for the previous parameter Settings).

6. Video blurs on a new camera.

The factory default focus settings may not match your condition. Please readjust it according to your real environment. Method is as follows:

Method one: Enter the video browsing interface, system settings MEDIA Image, and adjust brightness etc.

Method two: Turn the machine in front of the white light.

7. Why videos on camera are not true in color?

Cameras with CMOS chips are sensitive to light. Videos may not look good in color with dark light or equipped infrared lens. To avoid this problem, please use CMOS cameras with dual filter or a color lens.

8. Why smartphone viewing image is not clear? Because the CloudNeteye default value of video quality is low, so the resolution is limited, you can set by yourself. Run CloudNeteye, find the small triangle in device list, touch it enter into ” Edit camera” - >” Advanced Settings” - >”Advanced” - >”Video setting” - >”Video Quality” page, change video quality to “Medium”，“High” or “Max”. Note: The video quality is higher, the greater consumption of mobile broadband traffic. To save your smartphone broadband traffic, select the appropriate video quality.

9. Why during the day to see the image is black and white?

Because of poor lighting trigger Night-vision model, so infrared LED on. Two way to solve this problem.

Solution 1, Increase the lighting.

Solution 2, Close the Night mode. Enter into the camera Web page, Click "System Settings" - > "Video" - > "Audio" page, in "Audio Options" adjust “Input Volume” to small value.

10. Why voices noises big?

Enter into the camera Web page, Click "System Settings" - > "MEDIA" - > "Audio" page to “Audio Options”, to reduce the input Volume .

11. Why there are ripples in the videos?

Cameras with CMOS chips are sensitive to light. This may be caused by dark light interference. Also make sure the camera operates with 50HZ power system. Otherwise it may cause ripples on the screen.

12. Why my camera cannot connect to the existing wireless Router?

Before you can use connect to the existing wireless Router. you must first connect your PC to the camera via an Ethernet cable and then enter WEB UI to configure some basic settings; or use “CloudNeteye” or “CloudNeteyeForPC” to set WiFi.

13. My camera cannot be reset. What should I do?

Press the Reset button for about ten seconds when your camera is connected to power source.

14. Why do I have to reconfigure the camera to wirelessly connect to my wireless router every time when the router restarts? Sometimes I cannot even search the wireless network of my router.

A. Manually set your wireless router's channel to any number between 1-11. Do NOT use channel 12 or channel 13.

B. Make sure your router's SSID is a combination of letters and numbers and does not include any special characters, Chinese characters or symbols!

C. Manually specify your wireless router's security settings, say, WPA2-PSK, AES. Do NOT use the Auto option.

D. After you configured your router as required above, connect your PC to the camera via an Ethernet cable.

E. Open camera's web page, search and select the router's SSID.

F. Enter the router's security key.

G. First disconnect the Ethernet cable and power supply from the camera and then reconnect the camera to a power source.

H. Restart the camera and the problem will be resolved.

15. I watched the videos on the camera but they are very slow and not well streamed?

If you are watching videos from the LAN, it may be caused by poor quality Ethernet cables.

If you are watching videos from Internet, it may be caused by poor network bandwidth. The camera can stream videos by lowering resolution of MJPEG videos; adjusting bit stream of H.264 videos.

16. Why it is too slow when watched from my phone?

Please watch it via a 3G or WIFI connection. 2G connection may not be good enough for the

service. But sometimes the 3G network is not nice either. Try lowering the resolution on your mobile phone if you use a H.264 format camera.

17. What video recording modes are supported on the camera?

A. Record videos locally using the "CloudNeteyeForPC" software by automatic recording or manual recording to your computer.

B. Record videos locally via the Web interface to your computer.

C. Use smartphone "CloudNeteye" APP to record to TF card.

18. Does the camera support zoom function?

Yes. It supports 3 x digital zoom.

19. Is the camera's wireless connection secured? Can others connect to my camera?

The camera's wireless connection is well secured with WEP/WPA/WPA2 wireless encryptions.

20. What wireless protocols does the camera support?

It supports 802.11b/g/n and wireless transmission rate up to 150Mbps.

Addendum 2: Environmental protection download

Official Website Download：Click here enter official website download.

Cloud Driver Download: Click here enter cloud driver download.

Video Training: Click here to obtain video training.